# USAID
# Knowledge Management
## Inventory

USAID

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# Knowledge
# Management
## Inventory

December, 2002

# About USAID Knowledge Management (KM) Inventory Document

This inventory was developed through the efforts of the USAID Knowledge Management / Knowledge Sharing (KM/KS) Working Group in support of the Agency's Knowledge Fair. Like the Fair itself, this inventory seeks to raise awareness in the Agency of the depth and breadth of knowledge assets, tools and activities available to our employees and partners. On-going development and maintenance of the database housing this inventory and the continuing collection of inventory items will be the responsibility of the Working Group.

The purpose of the inventory is twofold:
1.  To be used as a source of information for those seeking to identify knowledge resources that can be used in the performance of Agency activities.
2.  To provide additional input to the development of the Agency's knowledge management strategies and plans. By cataloguing our existing knowledge capabilities and understanding the potential to leverage existing solutions and approaches across the Agency, our strategies and plans can be formulated appropriately.

## How the Inventory is Organized

The inventory document consists of three parts: a listing of the KM Inventory Items, an index to those items by KM Type and an index to those items by Category.
The KM Inventory Item listing contains the information about the knowledge resources that was provided, primarily, by the owners of those resources. The main listing is ordered by Organization (the Agency Bureau with primary responsibility for the item) and, within Organization, by KM Inventory Item ID. This ID is a unique identifier assigned by the database.

The KM Type index presents the Name of the item along with its Organization and ID. The KM Types represent the major kinds of knowledge resources that have been identified by the inventory (e. g., Best Practices, Communities of Practice, etc. ). The Organization and ID from this index listing can be used to locate the full text for the KM Inventory Item in the complete listing.

The Category index also presents the Name, Organization and ID of the KM Inventory Items, ordered by the Category indicators. The Category field associated with each KM Inventory item represents the major topical area of the item (e. g., Agriculture, Education, Conflict, etc.).

## Path Forward

The KM Inventory information will be maintained on a continuing basis and will be accessible on the Knowledge Fair web site (www.dec.org/partners/km_fair). All USAID employees and partners are encouraged to submit entries to the inventory through any USAID KM/KS Working Group member or to Joe Rabenstine, USAID Knowledge Sharing Facilitator (jrabenst@dis.cdie.org).

# USAID KM Inventory
## Category Index

| Category | Organization | Name | KM Inventory ID |
|---|---|---|---|
| *Agriculture* | | | |
| | EGAT | RAISE sponsored analytical/knowledge management | 15 |
| *Conflict* | | | |
| | PPC | Seminar on Water and Conflict Website | 41 |
| *Cross Sectoral* | | | |
| | AFR | FRAME | 113 |
| | AFR | Africa Bureau website | 119 |
| | DCHA | PVO Registry | 4 |
| | DCHA | Country Report Online | 87 |
| | E&E | Training Intervention On-Line (TIOL) database | 6 |
| | E&E | Congressional Notification Monitoring System | 13 |
| | EGAT | EGAT Pillar Bureau Users' Guide | 21 |
| | LAC | Intl Forum for Cooperation Local Govt LAC Website | 31 |
| | LAC | LAC Selected Economic and Social Data | 42 |
| | M | Craighead Countries Online | 117 |
| | PPC | Economic and Social Database (ESDB) | 38 |
| | PPC | EvalWeb | 40 |
| | PPC | PPC/CDIE/Development Experience Clearinghouse | 43 |
| | PPC | Working for a Sustainable World | 122 |
| *Democracy* | | | |
| | E&E | Local Government Information Network (LOGIN) | 10 |
| *Disaster Assistance* | | | |
| | LAC | Hurricane Reconstruction website | 57 |
| *Economic Growth* | | | |
| | EGAT | Role of institutions in promoting economic growth | 20 |
| | EGAT | EGAT/EG SEGIR Database | 27 |
| | EGAT | SEGIR: Investor's Roadmap | 28 |
| *Education* | | | |
| | E&E | Regional Participant Training Website | 8 |
| | EGAT | USAID Education Sector | 14 |
| | EGAT | Global Education Database (GED) | 39 |

| Category | Organization | Name | KM Inventory ID |
|---|---|---|---|
| *Environment* | | | |
| | AFR | Tracker | 114 |
| | ANE | The East Asia and Pacific Environmental Initiative | 124 |
| | E&E | Improved Environmental Compliance DB and Training | 7 |
| | E&E | Environmental Assistance in E&E Web Site | 11 |
| | E&E | "Knowledge Portal" for EcoLinks | 12 |
| | EGAT | Biodiversity Team program partners publications | 16 |
| | EGAT | A World of Learning in Coastal Management | 17 |
| | EGAT | US Climate Technology Cooperation (CTC) Gateway | 19 |
| | EGAT | Forestry Information | 22 |
| | EGAT | Lessons Learned / GWP Interactive Toolbox / IWRM | 29 |
| | LAC | LAC Environment Webpages | 32 |
| *HIV AIDS* | | | |
| | GH | AIDSQuest | 68 |
| | GH | E-Mail-Based HIV Course | 74 |
| | GH | HIV/AIDS database | 80 |
| | GH | HIV/Technical Assistance database | 96 |
| | GH | HIV/AIDS in Africa | 105 |
| | GH | Synergy AIDS Resource Center (SRC) | 106 |
| | GH | Synergy APDIME Toolkit | 107 |
| *Information Communication Technology* | | | |
| | ANE | ANE Regional ICT Coordinator's Meeting | 3 |
| | E&E | Agency IT Applications Community of Practice | 5 |
| | EGAT | Geographic Information for Sustainable Development | 23 |
| | EGAT | Agency Information Technology Team (I-Team) | 120 |
| | GH | Conferencing on the Web (COW) | 95 |
| | GH | Database-driven Website - Prime II | 104 |
| | LAC | E-learning Task Force | 30 |
| | M | Information system security distance learning | 49 |
| | M | Extranet | 58 |
| *Management / Administration* | | | |
| | AFR | CO FORUM | 62 |
| | ANE | Benchmetrix | 118 |
| | E&E | Pipeline Analysis Component | 9 |
| | EGAT | EGAT Bureau: Correspondence Tracking | 18 |

| Category | Organization | Name | KM Inventory ID |
|---|---|---|---|
| | EGAT | Implementation Grant Program (IGP) Mgmt System | 24 |
| | EGAT | Office of Development Credit user-oriented guides | 26 |
| | GH | Donor community e-newsletter | 63 |
| | GH | Performance Improvement Discussion List | 73 |
| | M | EXONet Newsletter and EXO Toolbox | 48 |
| | M | Chief Accountants Net (CAN) | 50 |
| | M | AVUE | 52 |
| | M | HR WebBoard | 53 |
| | M | Records Management System | 54 |
| | M | E-Learning Initiative | 55 |
| | M | BTEC Website | 56 |
| | M | Knowledge Management Website | 59 |
| | M | Afghanistan Winterization Program | 60 |
| | PPC | Annual Report Application | 35 |
| | PPC | USAID Development Information Services (DIS) | 36 |
| | PPC | Early Project Notification (EPN) System | 37 |
| | PPC | Question & Answer (Q&A) | 44 |
| | PPC | SOL | 45 |
| | PPC | U.S. Overseas Loans & Grants database/hardcopy | 46 |
| | PPC | USAID Library | 47 |
| | PPC | RFNET | 115 |
| | PPC | USAIDResults | 116 |
| *Microenterprise* | | | |
| | EGAT | Microenterprise Development Office website | 25 |
| *PHN* | | | |
| | GH | Best Practices Compendium | 61 |
| | GH | Information exchange networks | 64 |
| | GH | E-letter for communicators | 65 |
| | GH | Infection Prevention CD-ROM | 66 |
| | GH | Start Program Digital Videos | 67 |
| | GH | International Vitamin A Consultative Group | 69 |
| | GH | Implementing Best Practices (IBP) Consortium | 70 |
| | GH | IRCintranet portal | 71 |
| | GH | Best Practices in Training Conference | 72 |
| | GH | Reproductive Health Website | 75 |

| Category | Organization | Name | KM Inventory ID |
|----------|--------------|------|-----------------|
| | GH | Health Communication Materials Network (HCMN) | 76 |
| | GH | Reproductive Health Gateway | 77 |
| | GH | RHInterchange - Supply Initiative | 78 |
| | GH | STATcompiler | 79 |
| | GH | DHS data archive - Macro | 81 |
| | GH | CBGP Practitioner's Forum | 82 |
| | GH | Maximizing Access and Quality (MAQ) Initiative | 83 |
| | GH | Media/Materials Clearinghouse (M/MC) website | 84 |
| | GH | E-conferences | 85 |
| | GH | E-bulletins; Virtual Library | 86 |
| | GH | Health Communities of Practice | 91 |
| | GH | E-Learning and Blended Learning Initiatives | 92 |
| | GH | Managers Electronic Resource Center (ERC) | 93 |
| | GH | The Manager | 94 |
| | GH | Child Health Research website | 97 |
| | GH | Data Online for Population, Health and Nutrition | 98 |
| | GH | PHN SOTA website | 99 |
| | GH | Bed Needs Policy Support Model | 100 |
| | GH | Partners for Health Reformplus | 101 |
| | GH | E-journaling system, story newsletter, e-forum | 102 |
| | GH | E-Library | 103 |
| | GH | CD-Roms | 108 |
| | GH | Bits & Bytes | 109 |
| | GH | ChildLine | 110 |
| | GH | Just the BASICS | 111 |
| | GH | Strategic Experience Transfer (SET) Series | 112 |
| | PPC | Development Experience Clearinghouse - CDIE Online | 88 |
| | PPC | Development Experience Clearinghouse - DEC Express | 89 |
| | PPC | PPC/CDIE/Development Experience Clearinghouse | 90 |
| *Trade* | | | |
| | EGAT | Trade Capacity Building (TCB) Database | 121 |
| | LAC | LAC Trade Matters newsletter | 33 |

# USAID KM Inventory
# KM Type Index

| KM Type | Organization | Inventory Name | KM ItemID |
|---------|--------------|----------------|-----------|
| **Best Practices** | | | |
| | E&E | Training Intervention On-Line (TIOL) database | 6 |
| | E&E | Regional Participant Training Website | 8 |
| | EGAT | EGAT Pillar Bureau Users' Guide | 21 |
| | EGAT | Office of Development Credit user-oriented guides | 26 |
| | GH | Best Practices Compendium | 61 |
| | GH | AIDSQuest | 68 |
| | GH | Implementing Best Practices (IBP) Consortium | 70 |
| | GH | Best Practices in Training Conference | 72 |
| | GH | HIV/AIDS in Africa | 105 |
| | GH | Synergy APDIME Toolkit | 107 |
| **Community of Practice** | | | |
| | AFR | CO FORUM | 62 |
| | E&E | Agency IT Applications Community of Practice | 5 |
| | E&E | Local Government Information Network (LOGIN) | 10 |
| | EGAT | USAID Education Sector | 14 |
| | EGAT | Agency Information Technology Team (I-Team) | 120 |
| | GH | International Vitamin A Consultative Group | 69 |
| | GH | Health Communication Materials Network (HCMN) | 76 |
| | GH | CBGP Practitioner's Forum | 82 |
| | GH | Maximizing Access and Quality (MAQ) Initiative | 83 |
| | GH | Health Communities of Practice | 91 |
| | GH | Managers Electronic Resource Center (ERC) | 93 |
| | M | EXONet Newsletter and EXO Toolbox | 48 |
| | M | Chief Accountants Net (CAN) | 50 |
| | M | FMNET | 51 |
| | PPC | EvalWeb | 40 |
| **Distance Learning** | | | |
| | GH | Infection Prevention CD-ROM | 66 |

| KM Type | Organization | Inventory Name | KM ItemID |
|---------|--------------|----------------|-----------|
| | GH | E-Mail-Based HIV Course | 74 |
| | GH | E-Learning and Blended Learning Initiatives | 92 |
| | GH | CD-Roms | 108 |
| | LAC | E-learning Task Force | 30 |
| | M | Information system security distance learning | 49 |
| | M | E-Learning Initiative | 55 |

## Electronic Information Resources

| | M | Craighead Countries Online | 117 |
|---|---|---|---|

## Knowledge Asset

| | AFR | Africa Bureau website | 119 |
|---|-----|----------------------|-----|
| | ANE | The East Asia and Pacific Environmental Initiative | 124 |
| | DCHA | PVO Registry | 4 |
| | DCHA | Country Report Online | 87 |
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| | E&E | Environmental Assistance in E&E Web Site | 11 |
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| | GH | Reproductive Health Website | 75 |
| | GH | HIV/AIDS database | 80 |
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| | PPC | U.S. Overseas Loans & Grants database/hardcopy | 46 |

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| | PPC | USAID Library | 47 |
| | PPC | Development Experience Clearinghouse - CDIE Online | 88 |
| | PPC | Development Experience Clearinghouse - DEC Express | 89 |
| *Lessons Learned* | | | |
| | EGAT | Lessons Learned / GWP Interactive Toolbox / IWRM | 29 |
| | GH | Start Program Digital Videos | 67 |
| | LAC | Hurricane Reconstruction website | 57 |
| *Management Tool* | | | |
| | EGAT | Implementation Grant Program (IGP) Mgmt System | 24 |
| | EGAT | EGAT/EG SEGIR Database | 27 |
| | EGAT | SEGIR: Investor's Roadmap | 28 |
| | GH | RHInterchange - Supply Initiative | 78 |
| | GH | Bed Needs Policy Support Model | 100 |
| *Other Knowledge Sharing* | | | |
| | AFR | FRAME | 113 |
| | AFR | Tracker | 114 |
| | ANE | ANE Regional ICT Coordinator's Meeting | 3 |
| | E&E | Pipeline Analysis Component | 9 |
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| | EGAT | Microenterprise Development Office website | 25 |
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| | GH | Information exchange networks | 64 |
| | GH | E-letter for communicators | 65 |
| | GH | Performance Improvement Discussion List | 73 |
| | GH | E-conferences | 85 |
| | GH | E-bulletins; Virtual Library | 86 |
| | GH | The Manager | 94 |
| | GH | PHN SOTA website | 99 |
| | GH | E-journaling system, story newsletter, e-forum | 102 |

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| | GH | ChildLine | 110 |
| | GH | Just the BASICS | 111 |
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| | PPC | Early Project Notification (EPN) System | 37 |
| | PPC | Seminar on Water and Conflict Website | 41 |
| | PPC | Question & Answer (Q&A) | 44 |
| | PPC | RFNET | 115 |
| | PPC | USAIDResults | 116 |
| | PPC | Working for a Sustainable World | 122 |
| *Portal* | | | |
| | E&E | "Knowledge Portal" for EcoLinks | 12 |
| | GH | IRCintranet portal | 71 |
| | GH | Reproductive Health Gateway | 77 |
| *Story* | | | |
| | EGAT | Forestry Information | 22 |
| *Technology* | | | |
| | ANE | Benchmetrix | 118 |
| | EGAT | Geographic Information for Sustainable Development | 23 |
| | GH | STATcompiler | 79 |
| | GH | DHS data archive - Macro | 81 |
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| | M | AVUE | 52 |
| | M | HR WebBoard | 53 |
| | M | Records Management System | 54 |

| KM Type | Organization | Inventory Name | KM ItemID |
|---------|--------------|----------------|-----------|
| | M | Extranet | 58 |
| | PPC | Annual Report Application | 35 |
| | PPC | PPC/CDIE/Development Experience Clearinghouse | 90 |

# USAID Knowledge Management Inventory

## CO FORUM

### Description

The CO Forum is a web-based venue that hosts e-mail type exchanges among contracting specialists in USAID. The forum also hosts re-time chats and can archive documents. Please see attached document for more details of functionalities.

The initiative began in REDSO/Nairobi based on consultations with Jeff Cochrane of IRM and others on the use of the web for collaborative purposes. REDSO and IRM funded the software development costs. The site was developed by an IRM contractor. It was operational in August, 2002. Mike Walsh of REDSO/Nairobi organized initial input and a team of monitors who will assure that contributions are appropriate.

### Value Proposition

Our primary motivation behind the CO Forum is to strengthen the collaboration among contracting professionals in USAID. The initial proposal also identified the following factors:

- Shortage and turnover of COs;
- Mentoring of NEPs and FSNs,
- Sharing of quality examples with peer review,
- Finding the balance between standardization and "improvisation,"
- Trouble-shooting, especially on urgent actions;
- Interpretation and implications of latest policy changes,
- Peer review of  best practices,
- Cross fertilization,
- Sharing of training materials,
- Peer recognition,
- Support informal learning among practitioners,
- Building organizational memory.

### Results

The CO Forum was formally announced by Tim Beans, Director of the Office of Procurement, in mid-October, 2002. Since then, we have approximately 50 members, over 50 messages and over 500 visits. We expect the forum to grow significantly in terms of membership and exchanges.

The CO Forum is just starting. As a pilot activity, it has clearly demonstrated its potential for other professional backstops as well, such as EXO, Controllers, etc.

### Issues

The greatest challenge to the CO Forum is encouraging additional membership and contributions to the discussions. Regular reminders are issued to the CO community. It has yet to "take-off," yet we remain optimistic that members both in the field and in OP/Washington will find it useful. The utility of the Forum must prove itself in the first year of operation to justify continued funding.

### Contacts

Mike Walsh                    mwalsh@usaid.gov

### Category

Management / Administration

**Organization**   *Africa*

**Inventory ID**        *62*

*Links*

*KM Item Type*

Community of Practice

*Organization*   *Africa*

*Inventory ID*        *62*

# FRAME

## Description

FRAME knowledge system, Africa Bureau, AFR/SD

Since 1997, we have developed a knowledge system designed to make available key information about issues, programs and resources throughout Africa of relevance to AFR's environmental programs. The initiative includes a website (http://www.frameweb.org), as well as a seventy-person Contact Group composed of practitioners, scholars and USAID staff throughout Africa.

## Value Proposition

Original idea came from work in 1994 in AFR/TR. We wanted a way to share information and best practices between missions and AID/W, and in particular between AID staff and partners. We tried a number of approaches and IT solutions, but none were very effective. We also had a very successful expert's group/community of practice in place – The Policy Consultative Group, implemented in conjunction with World Resources Institute.

In 1997, SD realized that the PCG needed to be more Africa-based, and more flexible. In addition, AFR/DP and AFR/Southern Africa both requested help in developing a data base/experts system that would better inform USAID policy makers and program specialists. Concern was that the normal bilateral focus in approving Country Strategic Plans, plus the tendency among technical staff not to share best practices was leading to highly inefficient program designs and Strategic Plan approvals.

FRAME evolved initially as a continent-wide knowledge resource, integrally linked to a PCG-related experts group – the FRAME Contact Group.

Tracker - FRAME's companion application - is described in a separate report. FRAME and Tracker are being merged during the coming year.

## Results

While FRAME was designed initially to focus on influencing decisions by senior AID staff, it has evolved into a site more directed to field staff and partners involved with projects and programs in Africa. FRAME is used actively by a wide range of professionals and implementers in Africa – it is the most accessed site supported by AFR-SD.

It provides a highly rich base of knowledge and best practices – all told, over 500 web pages of information.

The Contact Group has also grown from the initial 12 specialists, to include of 70 members, including most NRM/environmental field staff working for AID in Africa, as well as a wide variety of African scholars and practitioners. Increasingly AFR/SD has worked to improve the impact of the Group, including them in AFR-SD activities and presentations, including involving them in the recent Johannesburg WSSD Conference meetings.

## Issues

While highly successful, the web site is highly management intensive (it requires heavy involvement by webmaster staff, requires continuous updating and refinement), and the list serve that supports the CG is divorced from the overall web site. While the CG is a functioning community of practice, the IT systems supporting FRAME limit its flexibility and impct.

During FY '03, AFR-SD is procuring a license for Simplify 3.0, and IRG will convert all web pages, data bases and Contact Group information to a more flexible and collaborative application, such as Simplify 3.0, and refine FRAME's design and operability. Given the strong emphasis on communities of practice coupled with the capability under applications such as Simplify to integrate email lists with the web-based data field, we expect the new FRAME application to permit the FRAME system to meet its full objectives.

We also plan to merge FRAME and Tracker, and integrate these applications more directly into the rest of AFR-SD's NRM programs.

*Organization*   *Africa*

*Inventory ID*      *113*

# FRAME

## Category

Cross Sectoral

## KM Item Type

Other Knowledge Sharing

*Organization*   *Africa*

*Inventory ID*      *113*

# Tracker

## Description

Tracker - Innovation Tracking Application, Africa Bureau, AFR/SD.

Tracker is a data base-driven application designed to capture information on natural resource management innovations in Africa. It was developed in parallel to FRAME; it is based upon a questionnaire which can be accessed on a website, by email or from a CD, and which is designed to be filled out by practitioners, primarily in Africa.

Tracker is program-funded, as part of the AFR/SD analytic agenda. The application presently resides on a server housed at the G St offices of AFR/SD, outside of the RRB firewall. It runs on Access.

## Value Proposition

All over Africa, creative people are experimenting with local initiatives to improve the management of natural resources and the livelihood of those who benefit from them. Unfortunately, the lessons from one effort are rarely shared with others. Why? The costs of capturing lessons learned from different parts of the continent and sharing them has always been very high. Research reports that are commissioned to synthesize lessons learned are typically years out of date before they are published. And when documents are published, photocopying constraints make them difficult to obtain. In the end, the thousands of experiences of hard working individuals are lost.

As email communications, and to a lesser extent use of the web, become common place among African environmental practitioners, a new and important opportunity exists to share information in ways that couldn't be done a short time ago.

AFR-SD wanted to develop a simple to use tool that would facilitate the collection and sharing of this information, in a manner which empowered local practitioners. The Tracker application has been developed with the overall objective of facilitating information capture and sharing among those interested in improving resource management through work with local communities. At its heart, Tracker is a database which allows users to enter their own experiences from local resource management or learn from the experiences of others.

## Results

There are presently over 130 innovative practices and projects within the data base, both in English and French.

## Issues

Upgrading of Tracker will take place by transferring its existing data base to a more collaborative and flexible application, such as Simplify 3.0, and fully integrating the Tracker approach with its sister application, FRAME. While the present access-based database is functional, its potential for growth is limited, and it requires valuable staff time for adding records. Under Simplify this will be done via templates, thus significantly lowering operating costs while empowering the user to actually control entry.

## Contacts

| | |
|---|---|
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| Tony Pryor | tpryor@irgltd.com |

## Category

Environment

## Links

http://www.nrmtracker.org/default.cfm

## KM Item Type

Other Knowledge Sharing

## Organization   *Africa*

## Inventory ID     *114*

# Africa Bureau website

## *Description*

The Africa Bureau's external website contains a wealth of information on the agency's programs, activities, and strategies in Africa. Includes country, regional, and sector pages, a comprehensive publications pages, success stories, a photo gallery, and links to related information from other parts of the Agency as well as USAID's development partners.

## *Value Proposition*

The site was developed to enable the Africa Bureau to more quickly and effectively share information with the public and its develop partners on the agency's activities. The site was designed to provide as much information as possible in an easy to access format. This site also is intended to help Bureau desk officers, missions, and technical staff to more quickly respond to requests for information, and to reduce the number of questions sent to agency staff about Africa, thus saving staff time.

## *Results*

Less time spent responding to requests for information, and better quality information is now available.

## *Issues*

Site will continue to be expanded and refined as new information becomes available.

## *Contacts*

Andrew Courtney            acourtne@dis.cdie.org

## *Category*

Cross Sectoral

## *Links*

http://www.usaid.gov/regions/afr/index.html

## *KM Item Type*

Knowledge Asset

*Organization*   *Africa*

*Inventory ID*      *119*

# ANE Regional ICT Coordinator's Meeting

## Description

Regional ICT Coordinator's meeting was held in the ANE region (Jordan) across 3 days, where 12 ANE countries and Washington experts gathered. Overall, 48 AID direct hires, PSCs, FSNs, contractors, and outside guests gathered to discuss (a) telecom policy reform activities, (b) private sector development activities, and (c) how to use the Internet as a tool for development.

## Value Proposition

The target audience was the USAID Missions with the hope that each Mission could add various components to their programs, particularly those activities that have already been successfully pioneered by other USAID Missions.

## Results

While the activity was completed two weeks ago, and thus difficult to determine the results, anecdotally, several of the delegates said they plan on using particular activities in their program. Hence, successful.

## Issues

We either plan to have another regional ANE ICT Coordinator's workshop in 1-2 years, or have mini-meetings focusing on specific applications such as Health & IT, Education & IT, Democracy, Governance & IT, etc. Alternatively, the EGAT/EIT/IT bureau could host an agency wide ICT coordinators workshop.

## Contacts

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## Category

Information Communication Technology

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Asia and Near East*

*Inventory ID*        *3*

# Benchmetrix

## Description

Based on work done for the Government of Indonesia, we developed a benchmarking tool called Benchmetrix. It is presently based on Access, and provides simple, graphically pleasing way to present complex, confusing and conflicting indicators and data. Benchmetrix (TM) is a wholly owned product of the group which did the original work for the Government of Indonesia.

Originally designed to provide a way to judge environmental compliance among industries in Indonesia, it has been adopted for a variety of other uses, including in benchmarking power sector utility performance (USAID/Egypt), environmental/systems performance of cement companies in India (USAID/India), environmental compliance of military facilities (Camp Pendleton, US Marine Corps), and is being considered as a tool to track environmental media within national medical laboratories, and performance indicators in a range of priority USAID sectors.

## Value Proposition

Policy makers often need to compare data and information of varying levels of accuracy and robustness – trying to make sense of policies passed, effluents reduced, prices changes, and production systems adjusted proved to be so complex that it became impossible to provide clear, reasoned and actionable advise. This in turn made it impossible to share useful information across communities.

Benchmetrix was designed to bridge this gap. It is based upon complex but modifiable algorithms, that drive a benchmarking process, that tracks trends in a range of disparate indicators, providing a way to judge performance, in terms of one's own trends, and in comparison to others in the sector.

We have found this to be a powerful tool to help the flow of information and knowledge, even in communities with strong competitive interests in not sharing information.

## Results

The tool has been extensively used in Indonesia, and has been very successful in meeting the needs of the Cement industry in India. In the cement sector Benchmetrix has significantly improved performance of individual production facilities, and has been accepted by the Cement industry members. USAID Egypt is exploring the use of the tool to share information on best practices in the power sector.

## Issues

We have been developing a variety of other uses for the tool, to address the needs of related sectors, as well as consider how the tool can be used in supporting USAID Performance Monitoring Plans, as well as the monitoring needs of other USG agencies.

We are considering also how to adopt the tool to other data base platforms.

## Contacts

USAID Egypt

Shakeb Afsah            safsah@irgltd.com

## Category

Management / Administration

## Links

http://www.irgltd.com/irgltd/EMG/Comparison_2.PDF

http://www.irgltd.com/irgltd/EMG/PerformReport_2.PDF

## KM Item Type

Technology

**Organization**   *Asia and Near East*

**Inventory ID**      *118*

# The East Asia and Pacific Environmental Initiative

## *Description*

Compiled and to the extent possible made available to partners implementing the East Asia and Pacific Environmental Initiative (EAPEI) key relevant laws, regulations, procedures, examples, tools and analysis to support the planning and implementation of environmentally sound conservation and development activities.

Much of the information assembled was available in electronic form and in some cases already identified on the internet and intranet sites of Bureaus.or their contractors.  We assembled the information in convenient logical groupings.  After initial posting and alerting the community several useful addition and corrections were made.

## *Value Proposition*

EAPEI partners have responsibility for environmental compliance in the implementation of their grants but USAID lacked a public web site where information was easily available.

## *Results*

Web page is at http://eapei.home.att.net/tools.htm

LAC Bureau has used the information to improve they provide internally to USAID/LAC Staff (See http://inside.usaid.gov/LAC/RSD/E/regulatory.html ) and are developing a external site with this information.  "It was especially useful to have links to so many Executive Orders - previously, our pages didn't have any."

## *Issues*

It would be nice if the Agency had this information available on the Pillar Bureau or PPC external site.  A link could be made from the "Partners" web page.

## *Contacts*

Tim Resch                    tresch@usaid.gov

## *Category*

Environment

## *Links*

http://eapei.home.att.net/Links/USAIDRegulations.htm

## *KM Item Type*

Knowledge Asset

***Organization***   *Asia and Near East*

***Inventory ID***      *124*

# PVO Registry

## Description

At the Office of Private and Voluntary Cooperation (PVC), Bureau for Democracy, Conflict and Humanitarian Assistance (DCHA), we set up interactive databases containing information about USAID-registered private voluntary organizations (PVOs) and then linked the databases to USAID's Web site. Now, visitors to the Web site, including members of the PVO community and USAID employees, can access this information electronically.

The online U.S. and International PVO Registry is a searchable database of PVO information, which is updated nightly. The registry provides point-of-contact information, financial data, and descriptions of the sectors and countries in which PVOs work.

## Value Proposition

The initial motivation for establishing these databases was to offer PVC, USAID/W, overseas Missions, and the PVO community up-to-date information on PVOs registered with USAID. The database is updated nightly and allows grant officers data to determine whether an organization is eligible for USAID resources such as grants, cooperative agreements, and subventions.

## Results

The database has proven to be a great resource for Freedom of Information Requests, research questions, overseas Missions, the Office of Procurement, and congressional inquiries on behalf of constituents.

## Issues

A hotlink button has been added to USAID's intranet page for easy access to link USAID staff to the database. PVC will begin to post information pertaining to the 20 percent congressional privateness mandate for PVOs. Staff will no longer have to rely on USAID cables and will have up-to-date information.

PVOs are required to submit updated demographic information while registered with USAID. This information is entered into a database that updates the online PVO Registry site nightly.

## Contacts

Mary Newton          mnewton@usaid.gov          202.712.4747

## Category

Cross Sectoral

## Links

http://www.pvo.net/usaid/

http://www.usaid.gov/hum_response/pvc/index.html

## KM Item Type

Knowledge Asset

**Organization**   *Democracy, Conflict and Humanitarian Assistance*

**Inventory ID**          *4*

# Country Report Online

## Description

At the Office of Private and Voluntary Cooperation (PVC), Bureau for Democracy, Conflict and Humanitarian Assistance (DCHA), we set up interactive databases containing information about USAID-registered private voluntary organizations (PVOs) and then linked the databases to USAID's Web site.  Now, visitors to the Web site, including members of the PVO community and USAID employees, can access this information electronically.

The online Country Report is a comprehensive summary of the grants and cooperative agreements awarded by PVC by region and country.  This searchable database allows you to generate and print country reports specific to your selections.

## Value Proposition

The initial motivation for establishing these databases was to offer PVC, USAID/W, overseas Missions, and the PVO community up-to-date information on PVOs registered with USAID.  The database is updated nightly and allows grant officers data to determine whether an organization is eligible for USAID resources such as grants, cooperative agreements, and subventions.

## Results

The database has proven to be a great resource for Freedom of Information Requests, research questions, overseas Missions, the Office of Procurement, and congressional inquiries on behalf of constituents.

## Issues

A hotlink button has been added to USAID's intranet page for easy access to link USAID staff to the database.  PVC will begin to post information pertaining to the 20 percent congressional privateness mandate for PVOs.  Staff will no longer have to rely on USAID cables and will have up-to-date information.

PVC cooperative agreement information is entered in a database annually, which is used for the online Country Report site.

## Contacts

Mary Newton          mnewton@usaid.gov          202.712.4747

## Category

Cross Sectoral

## Links

http://www.pvo.net/cr/

## KM Item Type

Knowledge Asset

**Organization**   *Democracy, Conflict and Humanitarian Assistance*

**Inventory ID**   *87*

# Agency IT Applications Community of Practice

## Description

Activity:  This activity is an Agency-wide IT applications community of practice, whose main activity to date is to hold monthly meetings (since October) on various IT topics.  Meetings are held at the USAID Library Conference Room on the mezzanine level of RRB on the second Tuesday of each month, with the program from 1:00PM - 2:30PM, and a prior networking session from 9:30-10:00.

Sponsors:  E&E and EGAT, in association with M/IRM staff, CIO staff, and USAID's KM Team.  Also a Steering Committee drawn from E&E, EGAT, M/AA and IRM/IPA.

Next Program:  The next meeting will be on Tuesday, Dec. 10, from 10:00 AM – 11:30 AM, and the topic will be :  "Open Source Software:  What is it, and How are USAID and other Federal Agencies Applying it?", with speakers from GWU, MITRE, Bureau of the Census and USAID (see also relevant Agency wide notice).

This is an open technology forum, and all interested USAID and partner staff (contractors, grantees and IT vendors) are welcome!

## Value Proposition

General goal:  To make IT use by AID employees (both individually and as groups) more productive in addressing internal, operational applications.  The hope is to provide an ongoing forum to share IT best practices, and try to both expedite and make more transparent the sharing of prospective IT solutions around the Agency, hopefully in concert with USAID's ongoing business transformation process.

## Results

Possible IT CoP Results (and Metrics):

- Training of average user in practical application of technology (number of users trained, and increase in personal productivity as possible metrics)
- Informal guidance, "best practices" re development of parameters for or testing of prospective standardized software packages (user survey and IRM feedback)
- Expanded proportion of early involvement of USAID/partner users (and cross section of IT professionals) in IT policy and technology choices (number of partner, foreign affairs, other donors, and field Missions represented - and actively participating - at CoP briefings on USAID IT policy and technology plans)
- Influence on IT policy and technology decision-making, both at the central and bureau levels at USAID (decision-makers' reports)
- Establishment and Sustainability of IT subgroups more focussed on a specific performance, opportunity or resource challenges:  e.g. of Web developers (to improve efficiency of Web design), system administrators (to reduce system downtime or help desk overload), users/IT professionals re potential applications of Open Source Software (number of new applications), users/IT professionals to develop criteria re hardware (e.g. networked PDAs) or software (e.g. practical collaboration tools) for later consideration by IRM.
- Production of USAID IT CoP Directory of Expertise and Subgroup Areas of Interest  (feedback by users of directory that latter is relevant to IT problem resolution)

## Issues

Future possible Speaker Topics (other suggestions by CoP attendees?) :

- Open Source Software and relevance for USAID Internal/Partner Applications
- Collaboration Tools and Portals:  Vendor, USAID, and Other Experience
- Document Management Software and Related Work Processes
- Web Management Basics and Prospects for more Dynamic, User Friendly Web Sites.
- Computer-enabled Training for Personnel
- How the above Technology Complements USAID's Evolving Enterprise Architecture and Business Transformation Process.

Issues:

## Organization   Europe and Eurasia

## Inventory ID        5

# Agency IT Applications Community of Practice

- Sustainability of group, how to broaden participation
- How to help business transformation, without group becoming "bureaucratized"
- How to maximize role of partners and vendors…without "commercials"!

## *Contacts*

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## *Category*

Information Communication Technology

## *Links*

## *KM Item Type*

Community of Practice

*Organization*   *Europe and Eurasia*

*Inventory ID*     *5*

# Training Intervention On-Line (TIOL) database

## Description

This database provides USAID E&E Mission staff and their contractors and grantees a standardized format for developing strategic training plans and activities.

The concept for the TIOL database was initially developed by E&E Bureau staff (E&E/EEEUD) in mid-1997.  A database prototype was rolled-out and tested during 1998 -1999 with support from E&E's technical assistance contractor Aguirre International.  Since January 2000, the database has been redesigned and upgraded a number of times and is currently maintained by EGAT/ED/PT's technical assistance contractor.  It is currently housed on the external USAID E&E Regional Participant Training website @ www.eetraining.net with links to USAID's website www.usaid.gov.

## Value Proposition

As noted above, this database -which is password protected- was initially established by the E&E Bureau's training office (initially within E&E/EEUD and then within E&E/EEST) to provide training assistance to USAID staff, contractors and partners in the E&E region.  The overriding purpose of the database is to provide Mission staff and/or contractors and grantees a standardized format for developing training plans and interventions that support achievement of strategic objectives and immediate results. Additionally it is an electronic means of sharing strategies, best practices, and training interventions that work.

## Results

Currently, the Training Interventions On-Line (TIOL) database supports the strategic development of training plans for 11 E&E Missions. Approximately 200 users have been assigned passwords and utilize the system. Missions and associated users can be added on request.

TIOL provides Mission staff and their implementing partners with a standardized format for developing strategic training plans.  The database provides a format for developing the three functional parts of a strategic training plan: the Executive Summary/Narrative; the Summary Table; and Training Intervention Concepts (TICS)/Training Intervention Request Forms (TIRFs). Mission managers can prepare customized Mission Training Plan reports by selecting the range of data to be included in a specific report. This customized report feature gives Mission management options to control the report output format, including the sorting of data selection for up to ten report columns.

The database serves as an online repository for training interventions and is organized by Fiscal Year/Quarter, Country, and Strategic Objective.   Because Missions can review other Missions approved concepts and interventions, the database allows training professionals to share "best practices" for results oriented training activities.

Missions that have access to the database have agreed to enter their respective training plans into the system each fiscal year.  Thus the database reflects each participating Mission's training activities on an ongoing basis.

## Issues

When the responsibility for managing the E&E participant training program was transferred to the Bureau for Economic Growth, Agriculture and Trade's Office of Education (EGAT/ED) in September 2002, management decided to evaluate the possibility of modifying and rolling out the database worldwide.  This process is currently underway.  USAID's EGAT/ED Participant Training Team will continue to work with its technical assistance contractor on this activity.

## Contacts

James F. Nindel          jnindel@usaid.gov

## Category

Cross Sectoral

## Links

http://www.eetraining.net

## KM Item Type

Best Practices

## Organization   Europe and Eurasia

## Inventory ID          6

# Improved Environmental Compliance DB and Training

## Description

In January 2000, the E&E Bureau Environmental Officer (BEO) and Regional Environmental Officer (REO) based in AIDW launched an initiative of Improved Environmental Compliance Database and Environmental Compliance Training to USAID and Implementor Officials based in Washington and overseas. This was triggered due to an anticipated increase in Initial Environmental Examinations from 30 in year 2000 to 154 in year 2001, and change of projects to SOs. In addition, revised ADS 201 requirements put Reg. 16 compliance as a mandatory pre-obligation requirement. Locating existing compliance documents was laborious at Missions as well as in AIDW. As a result, USAID procured the services of DevTech Systems, Inc. to design and operate a database initially as a public web page, and now behind the USAID firewall. This Web Site titled,"Regulation 216 Resources and Database", is demand driven, is functioning well, and is very responsive to changing needs of Mission and AIDW officials.  It consists of two parts:
a. 216 Support
b. 216 Database containing  IEEs and EAs (FAA 117, ADS 201 & reg 16 compliance), Biodiversity Assessments needed for approval of Mission strategies (FAA 119 and ADS 201 Compliance), and statistical reporting menus.

Regarding training, 21 training events took place from 11 February 2000 to 28 August 2001 in WDC and at Missions. The REO conducted 17 training events by himself. Because of the REOs extensive involvement in training as tasked by the BEO, the REO changed the design of training more towards implementors and implementation, and increased the duration of training from 4 hours to 2.5 days. By now we have trained over 600 officials from USAID, host countries and implementers. This has helped in reducing the time spent by AID officials because implementers are now trained at most of the Missions to take charge on identification of environmental impacts associated with their activities. They have also been given Mitigation and Monitoring tools including the Best Management Practices (BMPs) and Standard Conditions (SCs).

## Value Proposition

This initiative has:
(1) Ensured that the environmental consequences of A.I.D. financed activities are identified and considered by A.I.D. and the host country prior to a final decision to proceed and that appropriate environmental safeguards are adopted;
(2) Assisted host countries to strengthen their capabilities to appreciate and effectively evaluate the potential environmental effects of proposed development strategies and projects, and to select, implement and manage effective environmental programs;
(3) Identified impacts resulting from A.I.D.'s actions upon the environment, including those aspects of the biosphere which are the common and cultural heritage of all mankind.
The idea was to add value to the AID activities during design and implementation by providing environmental compliance input as early as possible from environmental compliance and sustainable development standpoints. In some cases, it resulted in changing the location of the activity, and in other cases, it resulted in redesigning the activity to more economically sound activity; costing less, and achieving better results than with the original design or the original location of activity.

The database satisfied revised ADS 201 requirements on reg. 16 compliance as a mandatory pre-obligation requirement. Now the CTOs, activity managers, OP/ RCOs, MD's/ OD's can access IEEs from their desktops. The MD's can also access their BD/119 Reports for their strategies.

The database also provides templates on IEEs, RCEs, EAs, scoping documents, and environmental compliance for annual reports.

The database also satisfied 22CFR216.10, which requires USAID Bureaus to maintain records and documents pertaining to Reg. 216. It was designed to be a fully searchable database of all Reg. 216 documents.  The database also can generate statistical reports such as the numbers of 216 actions initiated and completed by each Mission.  To date all known actions have been scanned into the database.  These actions are submitted either in hard copy or electronically and then scanned or converted as a secured Adobe PDF document (which cannot be altered), given a Document Control Number (DCN) and uploaded to the database.  The database is accessible to anyone on the internal USAID system.

The primary motivation for the web site was to provide Missions with the information resources necessary to comply with Reg. 216.

## Organization   *Europe and Eurasia*

## Inventory ID        *7*

# Improved Environmental Compliance DB and Training

## Results

The system has helped in more rapid response time to CTOs, Activity Managers, Program Officers, Mission Environmental Officers, RCOs/OP in dealing with environmental compliance requirements. It has also decreased the demand placed on them as all documents can be easily and quickly located by system users. Additional operational protocols have been put in place bringing the Reg. 216 process closer to being a paperless operation and deceasing faxing between AID/W and the Missions.

The E&E Bureau's compliance with 22CFR216.10 has been improved as a result of the system and the challenge continues.

## Issues

The future implications include more electronic maps, overlays, documents on mitigation and monitoring from the Missions. The implications are based upon input from the field as a result of the activity implementation in a country or region. In the future, it is anticipated that the database will encourage more environmental due diligence on SO 1.1 to SO 1.3 activities in the area of privatization, and micro-credit/ other credit activities. The section on 216 support provides series of manuals from the World Bank, EBRD and other agencies on SO 1.1 to SO 1.3 type activities for environmentally and economically sound design and implementation. Our modification of the system has allowed the entire Reg. 216 process to be more or less paperless thus eliminating the need to fax documents, and maintain hard copies with the CTOs. We are looking at utilizing electronic signatures.

Currently the E&E Bureau is the primary user of this database system. However, Pillar Bureaus and some regional Bureaus such as AFR, ANE and LAC are also using our database to access reg 16 materials for training purposes. As the system already has been designed, this service could easily be modified as needed and extended to the rest of USAID to enhance the Agency's compliance with Reg. 216 and bring the Agency closer to the goals of an e-government.

## Contacts

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Jeff Ploetz                 jploetz@usaid.gov

## Category

Environment

## Links

http://165.13.57.28/ee-env/216.nsf/home

## KM Item Type

Knowledge Asset

## Organization    *Europe and Eurasia*

## Inventory ID        *7*

# Regional Participant Training Website

## Description

This website provides information regarding USAID's participant training in the E&E region, as well as directs users to critical training resources and references and links. It also houses two regional databases: the E&E Success Story Training database and the Training Intervention On-line (TIOL) database.

The website was initially developed by E&E Bureau staff (E&E/EEUD) in the mid-1990s and redesigned in 2000. The website is housed on an external site @ www.eetraining.net with links to USAID's website www.usaid.gov.

## Value Proposition

The website was designed to provide users in the E&E training community, particularly USAID Mission staff and implementing partners, with a central point of reference for and about USAID's E&E participant training program. Currently the website includes the following key features:
- An overview of participant training in the E&E region.
- Technical training services available to missions, as supported by the E&E Bureau (now EGAT/ED/PT).
- Information on program implementation by key mechanism and training implementation contractor. Activities are highlighted by country/Mission.
- Database links to the "Success Story Database" and the "Training Intervention On-line (TIOL) database.
- Information regarding "How to Become A Training Provider."
- Links to key "Resources, References and Links," including information regarding policy guidance, best practices and tools.

## Results

The website is utilized on a daily basis by E&E Mission staff, training implementation contractors, technical assistance contractors and grantees, and by USAID/W staff. It facilitates the sharing of information and material to the E&E training community, and beyond.

## Issues

When the responsibility for managing the E&E participant training program was transferred to the Bureau for Economic Growth, Agriculture and Trade's Office of Education (EGAT/ED) in September 2002, management decided to redesign the existing E&E Regional Participant Training Website to one that reflects USAID EGAT/ED participant training activities and mechanisms worldwide. This redesign process is currently underway.

USAID's EGAT/ED Participant Training Team is continuing to work with its technical assistance contractor on this redesign effort.

## Contacts

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## Category

Education

## Links

http://www.eetraining.net

## KM Item Type

Best Practices

## Organization   Europe and Eurasia

## Inventory ID        8

# Pipeline Analysis Component

## Description

Objective: Distribute pipeline reports and analysis reports via Client/Server and Web environments.

## Value Proposition

The essential rationale for such a system is based on the lack of easily retrievable and accurate financial and related program information to meet Bureau management needs. While eventually the Agency-wide Phoenix accounting system will help improve this state of affairs, at present Phoenix is still evolving, and its current iteration lacks the kind of program management detail (particularly below the SO level) that is currently being developed and deployed in E&E's BDRC. This innovative and comprehensive executive information system has proven to be a major step forward in strengthening, making more transparent and better informing our regional program management and decision process.

Users:  CTOs, Project Development Officers, Program Officers, Financial Officers, Desk Officers, State Coordinators, etc (for a total estimated 100 E&E/W staff and 200 E&E field Mission staff).

## Results

To date, implementation of the BDRC (esp. re pipeline) has proven of enormous value to E&E/OM/FIS, but to E&E Washington and other audiences such as the State Coordinator's Officers, US Congress and other Bureaus – it has proven to be a unique and timely generator of a variety of reports over the past three years, the quarterly burn rate pipeline analysis report being just one example.

## Issues

Our goal: To move this system from client server to the Intranet in two stages: end-user access by E&E/W by December 31, 2002, and access by all field Missions by March 31, 2003. While pipeline reporting (via some 400 different reports, whose subjects range from disaggregation by country or SEED/FSA accounts, to specialty reports on 632(a) transfers or deobligation analyses) is currently available to the Bureau through E&E/OM/FIS, this is but one element of a planned broader Mission Profile under the BDRC to be web-enabled for more efficient end-user access.

## Contacts

Andy Kim                    akim@usaid.gov

## Category

Management / Administration

## Links

## KM Item Type

Other Knowledge Sharing

## Organization   *Europe and Eurasia*

## Inventory ID          9

# Local Government Information Network (LOGIN)

## Description

LOGIN is a local government information clearinghouse designed to promote the professional development of local government officials and their staffs, and strengthen the capabilities of organizations that support the reform of public administration at the local level. LOGIN facilitates the exchange of information through the Internet and also will use traditional methods including workshops, publications, conferences, and training. The Internet component of LOGIN is more than a Web site. It is a Web-based, database driven tool for storing and exchanging information worldwide. Its features allow individuals from different countries and who speak different languages to collect, store, manipulate, and exchange information. Current country coverage includes: Bulgaria, Latvia, Lithuania, Poland, Ukraine, Czech Republic and Hungary. LOGIN sponsors include: USAID, Council of Europe, Open Society Institute, UNDP and the World Bank.

## Value Proposition

LOGIN will provide local government officials with practical solutions to challenges in their daily work. The system is designed with the local government practitioner in mind. While the primary audience is the local government officials - elected and appointed - responsible for the day-to-day functions of a municipality, anyone involved in local government issues will find a wealth of useful information on LOGIN. LOGIN fosters the exchange of experience and expertise on a wide range of local government issues. Information sources, in the form of case studies, best practices, reports, data, and training materials, come from throughout the region and from qualified institutions outside the region. LOGIN will continue to expand to cover the entire region with its network of national partner institutions.

## Results

LOGIN supports a network of organizations with a proven track record of service to local government that assures that knowledge reaches the municipal level and who are committed to disseminating best practices from the local level to their respective countries.

## Issues

- Promoting content development and capacity building activities throughout the region.
- Building capacity among partner organizations to make the LOGIN system self-sustaining.
- Bringing more countries and more organizations into the LOGIN network.

## Contacts

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## Category

Democracy

## Links

http://www.logincee.org/

## KM Item Type

Community of Practice

*Organization*   *Europe and Eurasia*

*Inventory ID*      *10*

# Environmental Assistance in E&E Web Site

## Description

The ENR Division of the E&E Bureau, under a now closed support contract, created a dynamic web site to facilitate the sharing of project information and documents.

## Value Proposition

The web site was developed to promote the environmental work conducted by USAID in Europe and Eurasia.  The site contains profiles of E&E countries as well as project descriptions and documents all housed in a fully searchable database.  In essence the site acts as the institutional memory of the E&E/ENR division.  The site also contains resources such as useful links, Mission resources and Reg. 216 resources.

## Results

The result of the effort was a centralized location for all E&E/ENR project information available to the general public in a user-friendly format.  Along with providing country specific information and general overviews of projects, numerous technical project documents are available facilitating the sharing of lessons learned.

The web site proved useful to USAID personnel in generating division reports to reflect efforts over the past 10 years.  The site is useful for the general public to learn more about the region and USAID.

## Issues

The web site, for all intents and purposes, is up-to-date although it has been stagnant since June of 2002 when the support contract ended.   The URL has been paid for the year, allowing time for decisions about the maintenance of environmental web sites addressing the regional bureaus' programs now that none of the bureaus have environmental divisions in Washington.

## Contacts

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## Category

Environment

## Links

http://www.ee-environment.net/

## KM Item Type

Knowledge Asset

*Organization*   *Europe and Eurasia*

*Inventory ID*        *11*

# "Knowledge Portal" for EcoLinks

## Description

We have developed the database functionality of the EcoLinks web site to record and distribute information on program participants, activities and results. Information that is available for public release is posted on the web site. This includes success stories, values of environmental trade deals, industry best practices, news updates and trade opportunities. Information that is not cleared for public release, such as trade successes that a U.S. company considers vital to their competitive advantage, is stored in the database for program tracking. It is not posted to the web site but can be accessed through a "back door" by program implementers. Database and web site content can be managed and modified by implementers.

## Value Proposition

The rationale for the portal was threefold: 1) to support linking of environmental project partners from different countries, 2) to manage and distribute program information to the multiple implementing partners, and 3) to share program results. Because the program facilitates cross-border partnerships, company or organization profiles are critical data for establishing sustainable partnerships. Profile information is stored in the database and serves as the basis for matching partners and projects. Given the multiple implementing partners and participants (USAID/Washington, implementing contractors; US Commercial Service overseas posts; US and foreign businesses and organizations), sharing of program information on trade events, projects and results is not feasible using point-to-point communication via email. Hence using a web-based clearinghouse is vital for information exchange. Program results and activities can be sorted on the web site by project country, by environmental industry sector or by US state involved in partnerships. Sorting in this way enables efficient reporting for country-specific activity summaries or in response to congressional inquiries.

## Results

Implementing partners have immediate access to the latest information on the program. Designated implementers update content routinely, and updates immediately appear on the web site. Environmental project participants with access to the web can sort trade opportunities, technology solutions and country-specific environmental and trade information, by country or by industry sector, and can find potential project partners. USAID and the public have access to project results as they are generated and reported on the web site.

## Issues

Given that the database platform and web site can be managed easily by EcoLinks implementers, new staff can quickly take on responsibilities for database and site content management. New program initiatives and merging of other program activities do not require restructuring of the basis database. Challenges include getting environmental project participants to register their organizations without significant "hand holding" by EcoLinks implementers and getting EcoLinks foreign country representatives to adopt the web site as a principal resource, reference and tool for the program.

## Contacts

Jeffrey Orrey          jorrey@usaid.gov

## Category

Environment

## Links

http://www.ecolinks.org

## KM Item Type

Portal

**Organization**   *Europe and Eurasia*

**Inventory ID**       *12*

# Congressional Notification Monitoring System

## Description

Objective: Monitor and track Congressional Notifications, and data will be shared with E&E/W and E&E/field missions.

## Value Proposition

Background: The Agency does not provide a system to monitor and track Congressional Notifications.  The existing use of Excel spreadsheets is neither efficient nor effective for generating adequate and timely reports.

## Results

Implementation Status:  This component is operational, and exists as a very flexible, stand-alone system managed by selected staff in E&E/PO/APPRD.  Timely access to CN data is an essential tool not only for OM and PO staff, but for the Desks, the field Missions, senior management and other Agency and Partner (e.g. State and LPA) staff.

Users:  PO/BID staff, PO, CTOs, Project Development Officers, and Program Officers  (for a planned total of 100 EE/W and Pillar staff and 200 EE/W and field staff).

## Issues

The CN tracking system is a component of the larger E&E Bureau Data Resource center. The next design phase, due for completion in CY '02, will enable users across the E&E network to view reports (USAID/W and Missions). The application is hosted on Bureau-managed servers, serves an ongoing need of our Program Office and is maintained by key staff with direct responsibility for tracking CN actions.

## Contacts

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## Category

Cross Sectoral

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Europe and Eurasia*

*Inventory ID*        *13*

# USAID Education Sector

## Description

We are in the process of initiating a knowledge sharing activity.  We started with identifying our USAID education "community" worldwide and assembled a series of email distribution lists; this has allowed communication flow to improve.  Next, we conducted focus groups of education staff in Washington and in Africa and LAC, the latter two at regional education workshops.  The demand expressed in these groups is forming the basis of a knowledge sharing activity that will help to revamp the education sector website and will facilitate pilot communities of practice within the sector.  These CoPs will focus on technical and business process topics.  We will conduct a sector training needs survey to identify knowledge and skill gaps and to develop an expertise locator.

## Value Proposition

The education sector has a diffuse knowledge base with no unifying structure.  A lack of USDH positions in the field results in reliance on a temporary workforce and comes with the challenges of retaining institutional memory.  Education sector personnel worldwide have expressed the need for improved knowledge and information sharing.  At the same time, the program budget for education is on the rise.  The combination of these facts demand a more efficient and effective system for knowledge sharing.

## Results

While the activity itself has yet to begin, the response to the initial preparatory activities has been positive, especially from field-based staff who have provided feedback on the improved communication efforts to the field.  Participants at one regional workshop felt that having individual annual work objectives related to knowledge sharing for the education sector would be doable and approved by their mission supervisors.  They have requested sample wording from staff in Washington.

## Issues

## Contacts

Grace Lang                    glang@usaid.gov

## Category

Education

## Links

## KM Item Type

Community of Practice

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**        *14*

# RAISE sponsored analytical/knowledge management

## Description

An agribusiness expert in Zambia described how supermarket expansion affected small farm market opportunities. This information was provided to the Michigan State team working under the Partnership for Food Industry Development. MSU will incorporate this information into a RAISE sponsored analytical/knowledge management activity. This was done by e-mail.

## Value Proposition

I did it to increase small farm incomes through trade. PFID research has shown that supermarkets can increase demand for small farm output and motivate small farmer and developing country agro-processor adherence to international food quality and purity standards. However, MSU research is just beginning to focus on opportunities in Africa. African supermarket growth is also impressive and offers new opportunities for market driven poverty alleviation.

## Results

This initiative took place last week. I have only been in EGAT for 4 weeks.

## Issues

PFID will sponsor a lessons learned/practical implications workshop early in CY 2003. Supermarket growth case studies from LAC, E&E and Africa will provide technical content for the workshop and user guides. If money can be found, Zambia will be added to South Africa and Kenya case studies to flesh out with more analysis what is happening in southern Africa. This is important as South Africa agricultural investments have burgeoned since the end of apartheid and offer considerable opportunity for market driven agricultural growth. This initiative will be sustained/maintained based on how compelling the evidence is that supermarkets offer new opportunities, whether Mission's invest Initiative to Cut Hunger in Africa monies in technical assistance that takes advantage of supermarket opportunities, and whether the agency maintains its focus on agriculture.

## Contacts

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## Category

Agriculture

## Links

http://www.raise.org/

## KM Item Type

Other Knowledge Sharing

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**      *15*

# Biodiversity Team program partners publications

## Description

EGAT Biodiversity Team program partners have produced over 100 publications with some in Spanish, French, Portuguese, Russian, and Bahasa translations.  These publications primarily contain results, lessons learned, and conservation tools from projects around the world.

All of the publications were, and some still are, available in hardcopy and 80 are available on CD.  Virtually all of the publications can be found at www.bsponline.org.

## Value Proposition

The motivation to produce and catalogue such a compilation of knowledge was to share the results, lessons learned and best practices from a world-wide, 12 year, 80 million dollar biodiversity program funded by USAID.  The legacy of this program showcases examples from around the world and has been shared with conservation practitioners and stakeholders around the world.

## Results

The program activities, website, CD-ROM and hard copy publications have impacted the way conservation organizations, both - National NGOs and International NGOs -, Governments worldwide, private sector, local communities and others develop and implement programs.

This program also contributed largely to achieving the goals established under the Global Center for the Environment's results framework.

## Issues

The program ended in 2001. The challenge is filling the analysis gap which the close of the program created.  The knowledge created through the program has been maintained through the accessibility to the information.  We are in the process of working with new program partners on a large-scale conservation program that we anticipate will contain an analysis component that will keep information current.

## Contacts

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## Category

Environment

## Links

http://www.bsponline.org/

## KM Item Type

Knowledge Asset

*Organization*   *Economic Growth, Agriculture and Trade*

*Inventory ID*        *16*

# A World of Learning in Coastal Management

## Description

The U.S. Agency for International Development & University of Rhode Island's Coastal Resources Center are convening a full-day seminar on November 19, 2002 that will focus on using lessons learned from its Coastal Resources Management Program (CRMP) to address the future challenges facing developing countries and their coastal zones. Invited are the larger development, coastal, and water community in Washington, DC.

## Value Proposition

The Coastal Resources Center (CRC-URI) and the US Agency for International Development have been working together since 1985 to utilize integrated coastal management to help partner nations advance towards more sustainable forms of coastal development. Over the 15-year partnership we have worked with partners in Asia, Eastern Africa, and Latin America to achieve more sustainable use of coastal resources. We have also worked to address coastal issues of global significance, such as coral reef protection, mariculture, and coastal tourism, and advance the overall profession.

Together with our partners we have learned much, both through our successes and from things that did not work so well. The CRMP is scheduled to conclude in 2003 and we are in the process of analyzing the CRMP experience so that it can contribute to serve future endeavors. An important part of this process will be the World of Learning Seminar, November 19, 2002.

## Results

Lessons learned from the following three projects will be highlighted:
- Tanzania:  Linking National Coastal Strategy and Local Action Planning
- North Sulawesi, Indonesia:  Community-based Integrated Coastal Management Supported by Provincial and National Laws
- Mexico:  Estuarine Management within the Gulf of California.

Using USAID's experience with these field programs as a backdrop, the workshop will focus on addressing the following questions within a developing country context:
- Why do coasts matter and whom do they matter to?
- What are the keys to making progress in ICM?
- How to link key development topics and ICM?
- What are the cross-project learning benefits of having a "family" of projects?

Results of this effort will be used to help guide future directions for USAID's integrated coastal management programs, beginning in FY 2004.

## Issues

The USAID Water Team is currently working to create a new procurement vehicle for the continuation of coastal zone management activities beginning in FY 2004 when the current Cooperative Agreement with the CRC-URI will expire. The workshop is a means to summarize and learn from the past 15 years of this partnership experience with the Coastal Resources Management Programs I and II.  Lessons learned will be used to help guide the development of future ICM programs and enhance the impact of national policy and community-based management activities in developing countries.

## Contacts

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## Category

Environment

## Links

http://www.crc.uri.edu/crcandaid.html

## KM Item Type

Other Knowledge Sharing

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**      *17*

http://www.crc.uri.edu/wol.html

*Organization*   *Economic Growth, Agriculture and Trade*

*Inventory ID*      *17*

# EGAT Bureau: Correspondence Tracking

## Description

A matrix was established for recording the flow of executive correspondence that is updated frequently and made available to Bureau staff on the Bureau intranet site daily, or every couple of days.

## Value Proposition

The Agency has a terrible record for on-time response to Congressional, business, and public inquiries. Since I initiated my system, the executive secretariat has re-designed the "Agency Communications Tracking System (ACTS)" but that system has its own limitations and is not useful for tracking communications in the Bureau.

## Results

We have improved our on-time record of responding to assigned actions for the Administrator and the Assistant Administrator - and a better public image by responding to inquiries in a more timely fashion (or at least those part of the process that we control, papers still languish in some offices such as LPA or ES for far too long).

## Issues

When I was out of the office, the designated secretary had a hard time maintaining the table.  I am working to simplify and avoid complications -- but, it is quite timely.  It would be useful for it to be tied to electronic submission of documents, and for documents to be scanned into the system.  It would really be useful to be an extension of ACTS -- which was part of the original design specification for ACTS, but which is now an application deferred to an indefinite future.   Every Bureau would benefit by replicating the tracking system - or for having ACTS be effective way to track Bureau communications.

## Contacts

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## Category

Management / Administration

## Links

http://inside.usaid.gov/EGAT/admin/hot.pdf

## KM Item Type

Other Knowledge Sharing

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**        *18*

# US Climate Technology Cooperation (CTC) Gateway

## Description

Work is in progress with two USAID partners to develop a website that showcases information on the USG's efforts to promote technology cooperation activities to address global climate change.

## Value Proposition

The USG, and USAID in particular, is supporting many technology cooperation activities around the world that address global climate change, yet there is no single source of information to document and share this information with the public, with our partners, and with other interested groups. We hope this website will help pull the information together and present it in a way that is easy to access and understand. In addition, we wanted to disseminate various tools and resources that we have developed that could assist our partners in developing and transition countries to accelerate the adoption of these technologies.

## Results

We are still in the beginning stages of developing this system. An initial version is already posted at www.usctcgateway.com in order to get feedback from potential users in developing and transition countries. As this was prepared for the Eighth Conference of the Parties currently taking place in Delhi, India, I currently have no information about the type of feedback that has been received to date (the conference is still underway and I did not attend). At any rate, we will be further developing the system over the course of the next year.

## Issues

See question three – we are still in the beginning phases of the project.

## Contacts

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## Category

Environment

## Links

http://www.usctcgateway.org/

## KM Item Type

Knowledge Asset

**Organization**  *Economic Growth, Agriculture and Trade*

**Inventory ID**  *19*

# Role of institutions in promoting economic growth

## Description

USAID/EGAT/EM sponsors a forum series examining the role of institutions in promoting economic growth. A number of well-known economists, legal scholars, and political scientists present papers at the forums. In order to distribute the forum papers to a wider audience, a USAID web site was established where the public might access the papers and print them for their own use. All USAID missions that have EG activities were notified of the web site, and they were asked to share the knowledge of the web site with their partners.

## Value Proposition

The role of institutions in economic development and growth has rapidly become part of the conventional wisdom incorporated in the economic literature. It is appropriate to share the knowledge contained in the papers presented at the forums with a wider audience.

## Results

The web site attracts from one to two thousand visitors a month and on average over 2,000 papers are downloaded each month.

## Issues

One of the major difficulties in operating the site is trying to update the material and correcting errors. The current process is that I notify an IT specialist of what content I want to add or change. That person in turn then notifies another specialist, who makes the additions or changes. It would be simpler and faster for me to access the site and add or correct the content than to rely on a two-stage process.

## Contacts

## Category

Economic Growth

## Links

## KM Item Type

Other Knowledge Sharing

**Organization** *Economic Growth, Agriculture and Trade*

**Inventory ID** *20*

# EGAT Pillar Bureau Users' Guide

## Description

Contributed to the preparation of the "EGAT Pillar Bureau Users' Guide:" that summarized the description of USAID assistance mechanisms/services available through EGAT to USAID Missions, offices, customers, and partners in the following development assistance sectors:  (a) Economic Growth (EG); (b) Agriculture (AG); (c) Microenterprise Development (MD); (d) Natural Resources Management (NRM); (e) Israeli Programs; and (f) Environment & Science Policy (ESP).  (Per my understanding, this guide is to be posted on the USAID web site accessible to all USAID Missions and interested users of USAID services by the end of 2002 or early 2003.)

## Value Proposition

Being a member of the EGAT/PAICO staff, I participated in an office/team effort to help publicize services offered by this Agency to facilitate the achievement of its strategic objectives and intermediate results related to U.S. development assistance.  This has been done to help inform our customers of the services we offer.

## Results

Hopefully the major benefits/results of these efforts are to enable our customers to access available services in a more efficient and expeditious fashion.

## Issues

Constraints to be overcome or challenges to be met would principally include making the Users Guide "user friendly" and that USAID Missions and offices will use and consult it frequently to help enhance the implementation of development assistance programs and achieve strategic objectives/results of USAID.

## Contacts

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## Category

Cross Sectoral

## Links

## KM Item Type

Best Practices

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**        *21*

# Forestry Information

## Description

- Success Stories database on shared ("P') Drive
- Section 118 (Tropical Forest) Report to Congress; also sent to missions and partners electronically and in hard copy
- Environment Briefing Notes (current "hot" topics in forestry); sent to Missions and handed out at forestry conferences
- "Forestry in the Field" Success Stories; handed out at conferences, sent to missions; used in briefing packets
- Brochure seeking partners for GDA activity in forestry
- Flyer describing Interagency Agreement between USAID and the U.S. Forest Service

In progress activities include: (1) a global forestry Lessons Learned study which will provide guidelines to shape USAID's forestry programs for the future; (2) a forestry distance learning activity in conjunction with the Dept. of Energy; and (3) an Environmental Policy activity in conjunction with Columbia University (The Value of Market Based Conservation Practices: evaluating ways to engage the private sector in environmentally sound enterprises that promote development).

## Value Proposition

- Use to inform and assist Missions
- Use for briefing materials and handouts at forestry conferences
- Use for LPA/media source material
- Response to Congressional inquiries
- Attract potential private sector partners for forestry GDA activity

## Results

- Congress informed
- Missions supported in their need for information and their success stories told
- On tap information for LPA and media – saves time and assures quality product
- Buy-ins from Missions and other federal agencies to Forest Service Interagency Agreement to further goal of sustainable forest management
- GDA brochure resulted in top quality NGO and private sector partners and the leveraging of significant amounts of their resources towards a common goal

## Issues

Need for a person to develop and maintain a data base for all teams; no plans in place to do this due to workload of current employees. Effort could be scaled up if resources available.

## Contacts

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## Category

Environment

## Links

## KM Item Type

Story

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**      *22*

# Geographic Information for Sustainable Development

## Description

Overview: U.S. led "public-private" international alliance, aims to apply a new generation of earth observation data, state-of-the-art geographic information systems-linked technologies, and field-tested geographic knowledge, to address sustainable development problems such as disaster mitigation, natural resource management, trade competitiveness, and poverty reduction. USAID and the State Department are the lead U.S. agencies for the GISD partnership. The partnership initially focused on four target regions in Africa for testing specific applications and for delivering new data products, specifically the exciting new SRTM (Shuttle Radar Topographic Mission) datasets. The four "target" regions were: the Upper Niger River Basin, East African Great Lakes, Kenya-Tanzania Coast, and Limpopo/Zambezi River Basin. GISD has now expanded to include other regions, countries, and partners in and outside of Africa from local to regional and global scales. (See: <http://www.opengis.org/gisd>)

Major Events and Activities: During 2002 GISD sponsored several regional workshops and meetings that helped "build the network": meetings with partners occurred in Bamako, Mali (March 13-14); Asmara, Eritrea (April 3-6); Nairobi, Kenya, (April 9-10); London, United Kingdom (June 10-13); USGS-EROS Data Center (EDC) with Consultative Group on International Agricultural Research (CGIAR) Centers, Sioux Falls, South Dakota (May 19-31) (http://edcintl.cr.usgs.gov/gassia.html); San Diego, California (July 8-12) with the ESRI User's Conference, and it carried out a major side event and exhibition at the World Summit on Sustainable Development (WSSD) itself, August 14 – September 7, 2002.

GISD also sponsored an Africa-wide scientific panel (a "knowledge-management" effort to identify opportunities, obstacles and to make recommendations) by the U.S. National Research Council (NRC). The NRC released a major study entitled: Down to earth: Geographic Information for Sustainable Development in Africa. It's goal is to lay a foundation for Agenda 21 on opportunities for and obstacles to the use of geographic information tools and technologies to promote sustainable development (http://www.nap.edu/books/0309084784/html).

## Value Proposition

Partners and Rationale: Much of the effort was focused on the recent WSSD (World Summit for Sustainable Development) and the opportunity that event provided for forming partnerships that could increase the access to and more effective use of geospatial tools and resources for monitoring, assessing, and mitigating global environmental problems—particularly in Africa. It was also recognized that only an "alliance" approach that brought in the private sector could truly make these tools cost-effective and sustainable over the next ten years. So from the beginning, GISD focused heavily on linking private sector capacity and technologies to users on the ground who need those solutions.

Some of the most active partners within the GISD alliance today include: the United States (USAID and the State Department), the Government of Italy's General Directorate of Development Cooperation (GDDC), France (IGN), United Nations Institute for Training and Research (UNITAR), Observatoire du Sahara et du Sahel (OSS), Environmental Systems Research Institute (ESRI), World Resources Institute (WRI), the United Nations Environmental Program (UNEP), Food and Agriculture Organization (FAO), the Open GIS Consortium (OGC), European Space Agency (ESA), and US space technology and application agencies such as NASA, NOAA, USGS, USDA. Most important it includes as key partners, selected African countries and institutions such as Senegal's CSE (Centre de Suivi Ecologique), Tanzania's National Environmental Management Council (NEMC), South Africa's Agricultural Research Council (ARC), Benin's Ministry of Environment (SISE Network) and other members of AMCEN (African Ministerial Conference on the Environment), and NEPAD (New Partnership for African Development)—see http://www.opengis.org/gisd for the complete list of partners.

## Results

Accomplishments: GISD efforts to date have focused on enhancing the work of existing programs and compiling "lessons-learned" that can be shared with partners and clients (primarily those within USAID) but also with many of its partners outside of USAID—if not the whole world. For instance, GISD has helped apply the use of GIS to the medical research community in the Horn of Africa as well as to the coastal zone management policy planning community in Tanzania. In addition, via its private sector partners within the OGC (OpenGIS Consortium), it has begun to establish an Africa-wide network of "web-mapping" portals that will increase access to needed geographic "core datasets"—and they will do this following common standards that are "interoperable" and open-access.

Among some of its accomplishments, in 2002 GISD funded 12 specific case studies and projects in the four target

*Organization*   *Economic Growth, Agriculture and Trade*

*Inventory ID*      *23*

regions noted above.  It also co-funded some activities with others—for example, a major regional meeting in Asmara, Eritrea was done jointly with FAO's Africover Project. By working together with other donors, multilateral agencies and the private sector we have "learned from each other" and have increased the potential for future cooperative action that avoids duplication and increases harmonization of data products, tools, and analysis.  Many partner activities--both successes and failures--are described in a CD released at the Summit along with a 25-page booklet entitled  "Selected Cases".  See the document online at: http://www.opengis.org/gisd/docs/GISD_booklet_02_bf.

GISD has leveraged many resources and technologies during the first phase of GISD (the 2001-2002 period).  By "leveraging" we mean, that minimal resources appropriated from government sources are being matched (doubled or tripled in value in most cases) through in-kind, direct or indirect contributions by others, particularly from the private sector--this includes direct hardware, software donations, technical assistance and training, and even some direct cash contributions In 2002, USAID and the State Department contributed more than $2 million directly to GISD. In turn, these USG funds  "leveraged" between about $6-10 million of resources not counting the value of other investments by large agencies such as NASA worth billions of dollars.  Contributors of products, services, technical support, and direct cash included: the Environmental Systems Research Institute, the OpenGIS Consortium, and many of its private sector members, as well as U.S. Government agencies (i.e., NASA, NIMA, USGS, NOAA, U.S. Forest Service.

## Issues

Post-WSSD Plans: Since the Summit GISD partners have begun to lay plans for establishment of an  African Forum on Geographic Information for Sustainable Development which will serve as the primary coordinating mechanism for implementing the Type II partnership goals and vision (see draft concept document http://www.opengis.org/gisd/docs/AGIS_Summary_09-01-02.doc). The Forum's goal is to facilitate collaboration, integration, and harmonization between donors, users, technologies, applications, and technology implementers involved in Spatial Data Infrastructure (SDI) work in Africa. See Annex A.  Guiding Principles (DRAFT) included in the FORUM Document above.

## Contacts

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## Category

Information Communication Technology

## Links

http://www.opengis.org/gisd/

## KM Item Type

Technology

## Organization   *Economic Growth, Agriculture and Trade*

## Inventory ID        *23*

# Implementation Grant Program (IGP) Mgmt System

## Description

The Implementation Grant Program (IGP) Integrated Management System (IMS) is a web based reporting system with an Access database backend. The first few modules were designed to link grant officers with IGP grantees and their local organization partners in order to share financial and programmatic reporting information. The database also contains historical data for all IGP financial services grants to the beginning of the program in 1995.

## Value Proposition

The IMS was originally conceived as a means to improve the timeliness and accuracy of semi-annual IGP grant reporting and to reduce the need for time-intensive follow up of late and incomplete reports by grant officers. At the same time, the Microenterprise Development (MD) Office sought to revise and update its revisions and updates to its reporting format and facilitate reporting for its grantees were sought by moving to an automated web-based information system. As the system developed, it became clear that it's potential and capabilities far outreached the initial conception of a simple reporting system.

## Results

By moving to an automated online database, MD has been able to achieve the following:
- Improved quality and quantity of financial information
- Improved monitoring and follow up capability for grant officers
- Improved analysis of data, measurement of impact and ability to capture lessons learned
- Increased reporting efficiency and accuracy
- Decreased reporting burden on grantees and grant officers
- Decreased the use of paper
- Ability to simultaneously track a much wider range of information (i.e. grant agreement data, expenditures and obligations data, etc.)
- Ability to generate analytical reports on a wide variety of indicators
- Improved communication between grant officers, grantees, and local organizations

## Issues

Future plans for the system include programming of a parallel management information system to capture data from other MD grant programs (Business Development Services) and eventual automation of the entire business process including announcement, application, assessment, selection, reporting and analysis of all MD grants.

Additionally, MD will launch a campaign to increase awareness and use of the MIS by grantees and within the Agency. The Office of Private Voluntary Cooperation has already expressed interest in using a similar system to monitor their microfinance grant portfolio.

## Contacts

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## Category

Management / Administration

## Links

http://www.usaidmicro.org/

## KM Item Type

Management Tool

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**        *24*

# Microenterprise Development Office website

## Description

The Microenterprise Development Office (now Team) has had a website since 1996 in which it lists all publications written under USAID MD Office auspices, it shares information on new learning, and it lists information on the office's grant programs. The website is being revised at the moment, and will be linked directly to the USAID intranet, so that USAID officers can jump easily to the site from the USAID intranet and the external site. The new website will have a good deal more "knowledge management" features, including communities of practices kinds of things on a variety of topics.

The Office's new set of IQC's all share the common theme of knowledge management. A "support services" IQC is charged with gathering lessons from the research and technical services work of the more technically oriented IQC firms and distilling and synthesizing and packaging lessons for a USAID audience as well as the broader field.

We are developing a training program in order to help USAID mission staff increase their knowledge and skills in the area of microenterprise programming. This will be done through direct training, and perhaps through web-based methods.

The MD Office also has a "microenterprise results reporting" program which is a compilation of surveys to some 700 USAID grantees. The information is gathered and used to produce an annual report for the Agency on microenterprise. While this data has not been independently verified, there is a wealth of data available on the Agency's microenterprise programs which we will be mining further.

## Value Proposition

USAID is one of the few donors that has considerable technical expertise in microenterprise development. This expertise we wish to share with field missions, as well as with practitioners and other donors.

## Results

We hope we will attain better microenterprise programming in field missions.

We hope also to help advance the state of knowledge of the overall development field, particularly in areas that have not yet been explored, such as providing sustainable services to rural populations and the very poor.

## Issues

We have funds to develop this program. It is in place.

## Contacts

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## Category

Microenterprise

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Economic Growth, Agriculture and Trade*

*Inventory ID*        *25*

# Office of Development Credit user-oriented guides

## Description

The Office of Development Credit (ODC) posted several user-oriented guides on its web site including our Operations Manual, Best Practices of USAID's Development Credit Authority (DCA), and 13-Step Guide to Preparing a Development Credit Authority Project.

## Value Proposition

These resources complement our DCA Staff Training Programs and serve as guides to assist USAID Missions in conceptualizing, designing and implementing DCA projects.  They also serve the purpose of updating Mission staff on any new procedural requirements which the ODC might establish.

## Results

Mission staff benefits from these resources as they facilitate the development and monitoring of Mission DCA strategies and investments.

## Issues

Plans are underway to enhance the "knowledge management" aspects of the ODC web site.  We will target new DCA information to an increasing number of Mission and Bureau staff who, through their participation in the program, will become an extended network of users. In the coming months, they will receive our Annual Report for FY2002, summaries of new DCA projects approved during FY2002, and several technical and research papers produced by ODC staff and consultants.  A new CASU employee working with outside contractor support will sustain this effort.

## Contacts

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## Category

Management / Administration

## Links

## KM Item Type

Best Practices

**Organization**  *Economic Growth, Agriculture and Trade*

**Inventory ID**       *26*

# EGAT/EG SEGIR Database

## Description

Created a database to store all task order information for five IQC's managed out of the Office of Economic Growth. The database is currently available to CTOs for the IQCs as well as others in the EG office. It has customized reports and a web-reports function. Our office contracted to develop the database after conducting a needs assessment.

## Value Proposition

To improve management reporting, accuracy, task order tracking, and to have an interface with financial management in order to ensure the procurement numbers agree from contractor reports to USAID records. Improved reporting capability needed for both internal reports and for reports to Congress and other stakeholders.

## Results

We have a much better tracking mechanism for the activities taking place under the IQCs. New database allows for multiple reporting formats such as by country, region, SEGIR component, contractor, tier, date, and amount. There is over $800 million across almost 500 task orders that is tracked using the database. New database allows for multiple reporting formats such as by country, region, SEGIR component, contractor, tier, date, and amount. Database also helps ensure that field obligations/authorizations do not exceed the overall IQC amount which is very critical.

## Issues

We hope to make the database available to all USAID staff, worldwide, on EGAT's Intranet web site along with the scopes of work that support the task orders in order to better inform the field on the economic growth activities taking place.

## Contacts

Terri Cottingham

Suzanne Nolte Saunders

## Category

Economic Growth

## Links

## KM Item Type

Management Tool

*Organization*  *Economic Growth, Agriculture and Trade*

*Inventory ID*      *27*

# SEGIR: Investor's Roadmap

## Description

Electronic website training center for two widely-used SEGIR products: the Investor's Roadmap (completed) and Country Competitiveness (in progress).

## Value Proposition

I wanted to create a place where any USAID project officer around the world could have access to virtually all the information available on these two specialties and could learn the concept, quickly decide if It was appropriate for their country situation, acquired what they needed to know to contract for the activity and to manage it.

## Results

The launch has not yet occurred.  However to date, the KM effort has helped in the following ways: Everyone wants to have the website address.  It takes a lot of the burden of repeating the same information to different individuals off of me.  It assists in coordinating with stakeholders outside of USAID.

## Issues

The two KM activities were designed to be more or less "timeless" in that when people wanted and needed to know about these know-how and knowledge depositories, they would be available.  There is an incentive to updating the websites as new activities, learnings, and documents are produced in each of these specialties because the website offers a convenient place to store the information.

## Contacts

gmorill@usaid.gov

## Category

Economic Growth

## Links

## KM Item Type

Management Tool

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**        *28*

# Lessons Learned / GWP Interactive Toolbox / IWRM

## Description

Case Studies and Lessons Learned for the GWP Interactive Toolbox in IWRM
The USAID Water Team is working with partners to prepare nearly 25 case studies to the Global Water Partnership (GWP) interactive Toolbox in integrated water resources management (IWRM). Eighteen of these cases highlight USAID's experience and lessons learned in IWRM, while the remaining cases represent best practices promoted by USAID from other U.S. government agencies and USAID partners. The toolbox is the first of its kind to collectively organize experience from a broad array of donors and managers into an interactive database of management tools.

Dynamic Database of USAID Obligations and Activities in IWRM
The Water Team has developed a unique methodology for quantitatively describing the diverse portfolio of USAID water activities. Not previously captured by a single yet comprehensive set of budget codes or results indicators, this system has helped the Agency understand the breadth and scope of its water portfolio that is shared across a variety of Bureaus, Missions, offices and programs. The database is current and dynamic in that it is constantly updated as new information becomes available, and can be used to provide unique, customized reports based on specific requests from interested parties.

Workshops on Lessons Learned and USAID Activities
The Water Team has planned and hosted three different workshops aimed at sharing experiences and best practices in IWRM and key issues among field staff and participating partner countries:

- 2000 "Private Sector Participation in Water Supply and Sanitation", Sharm el Sheikh, Egypt, September.
- 2001 "USAID Environment Officers' Workshop in IWRM," Cumberland, Maryland, July.
- 2002 "Mayors' Asia-Pacific Environmental Summit Leadership Seminar in Urban IWRM," Honolulu, Hawaii, April.

## Value Proposition

Case Studies and Lessons Learned for the GWP Interactive Toolbox in IWRM
The GWP is a working international partnership among all those involved in water management: government agencies, public institutions, private companies, professional organizations, multilateral development agencies and others committed to the Dublin-Rio principles. The USAID Water Team is a member of this partnership, sharing with the GWP its mission to "support countries in the sustainable management of their water resources."

Part of this effort involves the development of a toolbox in IWRM best practices, providing water management professionals clear examples of good and bad practices and lessons learned from real life experiences of implementing IWRM. The Toolbox is an interactive web-based database of cases, reference information, and contact people, to promote dialogue and information sharing among water resources managers throughout the world. The cases are stored in a database of over 50 IWRM tools and best practices. Cases and topics can be searched and sorted easily and quickly.

Dynamic Database of USAID Obligations and Activities in IWRM
The study was conducted to gain an understanding of "What" the Agency was doing in water, "Where" USAID was working in water, and "How much" USAID obligated for water resources management programs. This information was needed for the Water Team and other management units within the Agency to strategically plan for future directions of program goals and funding in IWRM.

Workshops on Lessons Learned and USAID Activities
The Water Team aims to actively promote sustainable water resources management and sound practices to help alleviate impacts to developing countries of the emerging global water crisis. One way to get the word out on IWRM is to host workshops on information sharing and learning. These three workshops have helped raise the awareness on the importance of sound water resources management to many different facets of USAID's development programs in a variety of settings by working with a variety of audiences and partners.

## Results

Case Studies and Lessons Learned for the GWP Interactive Toolbox in IWRM
The Water Team's contribution of cases to the GWP Toolbox activity has helped raise awareness or USAID's expertise and experience in IWRM within the global development community. USAID was highlighted as a major contributor to the

## Organization   *Economic Growth, Agriculture and Trade*

## Inventory ID      *29*

Toolbox at the 2001 International Conference on Freshwater in Bonn, and will also be part of the Toolbox that will be presented at the 3rd World Water Forum in Kyoto, March 2003.  The activity helps the Water Team communicate the wealth of its own experience and lessons learned in sound IWRM projects over the last 5-8 years.  The cases are also used to help support our database on USAID obligations as they illustrate how funds are used by different regions and programs.

Dynamic Database of USAID Obligations and Activities in IWRM
We have since used the database gleaned from this exercise for many other purposes: to include in AA and DAAs speeches and briefing books, to send up to LPA when they needed material, to inform Congressional inquiries about the program, to participate in interagency working groups on water, and to collaborate with the Department of State on developing new initiative.

The database's initial purpose, to help us understand what and where USAID is working in water, has saved us a LOT of time.  We have been able to respond immediately to detailed requests on funding and activities from the AA, DAAs, and the Department of State.

Workshops on Lessons Learned and USAID Activities
The information presented at the workshops has been posted on web sites and CDs for ease of access.  Evaluations and interactive debriefing activities following each workshop have helped enhance successive learning events.  The Water Team has also gained useful knowledge in the sharing of ideas at the workshops that have enhanced program effectiveness in a number of ways that are difficult to measure.

## Issues

Case Studies and Lessons Learned for the GWP Interactive Toolbox in IWRM
The cases are developed with information and resources from missions and implementing partners.  A  "point person" is necessary to screen the material coming in to ensure that the story successfully communicates valuable lessons learned, and edit them into a standard format. In addition to posting on the GWP interactive Toolbox web site, the cases and lessons learned will also soon be published as USAID's own Case Study Series in IWRM.  A workshop or round table discussion to summarize the aggregate lessons learned from all of these cases is one way the activity can be continued and scaled up.

Analysis of USAID Activities in IWRM
The major issue is taking the time to maintain the database with current material. To be done properly, one person has to accept responsibility for maintaining the database and updating the material.  Attention to methodology is important to ensure that activities and funding levels are neither double-counted nor omitted.  It is anticipated that the information will soon be readily accessible via the USAID internal web site.

## Contacts                                              ## Category

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## Links                                                 ## KM Item Type

http://www.gwpforum.org                                    Lessons Learned

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**        *29*

# Global Education Database (GED)

## Description

The Global Education Database brings education statistics together into one source. The data come from UNESCO's Institute for Statistics (UIS) and Demographic Health Surveys – Education Data.

I updated the database with recently released education statistics. There is still ongoing discussion about how to post certain UNESCO indicators that are no longer comparable across time since UNESCO's education classification system has been altered. Secondary and Tertiary education levels have been redefined and broken down into several groups.

This activity has mainly involved Kim Bolyard in the Office of Education (EGAT), DIS's Statistics Unit, and UIS staff. Jan Schrader and I traveled to Montreal in August to meet with UIS to discuss data collection methods, and to meet the new UIS staff.

## Value Proposition

The Global Education Database was created to provide a central source of education data pertinent to USAID activities so that users wouldn't have to gather it from multiple sources. The goal is to enable USAID to assess the status of basic education, skills training and higher education in USAID-assisted countries or regions and across countries and regions for relative standing at any given time. The primary audiences are USAID, people in developing countries, and the university community.

## Results

The database is very useful in responding to data requests. For example, it recently allowed the Statistics Unit to provide timely data upon request for the Islamic Education study. SAS programs can be written to create output tailored to the requestor's needs.

The online database allows government workers in developing countries to get an idea of how their country compares to other countries in the region.

## Issues

The current effort is to continue updating the database with education data. We are working with UNESCO to ensure that our updates are methodologically sound. A new scope of work for the GED is being prepared by EGAT/ED.

## Contacts

## Category

Education

## Links

## KM Item Type

Knowledge Asset

**Organization**   *Economic Growth, Agriculture and Trade*

**Inventory ID**        *39*

# Agency Information Technology Team (I-Team)

## Description

Established by Action Memorandum by AA/G in October 1998 to "provide a non-bureaucratic, team mechanism for exchanging information about information technology program successes and lessons learned throughout USAID." Check us out: http://inside.usaid.gov/ICT/.  The  I-Team is four years old!

The I-Team meets as needed, usually no more than once every three-four weeks.   Representatives from any operating unit in USAID/W with an interest in ICT-for-development attend, and the group is remarkable for the diversity of sectoral interests represented.  Virtual members from missions are kept informed by e-mail.  Presently, 44 members are on the USAID/W list; 50 on the virtual list. The I-Team is housed within the EGAT Bureau, is coordinated by EGAT/EIT/IT, and reports to the AA/EGAT.

The I-Team serves as a kind of Chamber of Commerce, promoting the interests of its members.  As its "charter" action memorandum states, the I-Team does not receive or program funds; does not have permanent staff; does not coordinate IT generally."  The I-Team does:
- Share lessons learned, often through presentations by key technical people, inside and outside the Agency;
- Solve problems of the group or those posed by the Administrator and Missions, such as providing instruction on computer donations or a technical bulletin on Open Source Software;
- Promote and publicize the activities and successes of group members;
- Coordinate Agency participation in the Internet for Economic Development Initiative (Presidential initiative of last Administration) and in similar Agency-wide initiatives as they emerge, such as the Digital Freedom Initiative, a Presidential initiative presently under consideration.

## Value Proposition

The I-Team was established because of the need to have a single focal point for IT-for-development as an emerging cross-cutting theme.  The Administrator expressed the need for such a technical point to refer to in matters involving information technology applications.  In the year 2000, IT-for-development became one of five Agency cross-cutting themes and Agency primary and secondary codes for IT were established, in part an I-Team accomplishment.

## Results

The I-Team played a major role in:

- Successfully coordinating the Internet for Economic Development Presidential Initiative, guiding its initiation in 21 countries;
- Fostering the initiation of similar cross-cutting I-Teams in the E&E Bureau and in several Missions (India, Morocco, Mali, Namibia, for example);
- Generating a sufficient Agency constituency to establish IT-for-development as an Agency cross-cutting theme;
- Fostering a proactive IT-for-development climate for Regional Bureaus so that ANE, E&E and LAC now have IT-for-development coordinators/champions similar to the Leland Coordinator in AFR;
- Bridging units with common interests to foster unified action, such as a proposal for GDA funding of a PDA pilot and the further development and deployment of business software important for securities and banking systems;
- Providing a forum for USAID managers on IT-for-development questions/issues from Y2K to Agency webpage clearance policy;
- Providing information to its members on innovative technologies and approaches to their use;
- Providing information to its members on the activities of participating units;
- Establishing both the I-Team and the Agency Information Technology webpages;
- Organizing a conference of 300 NGO participants with Stephen Sposato, now of DCHA, on IT-for-development applications;
- "Being there" as a relatively well-known Agency reference point on IT-for-development.

## Issues

EGAT plans to maintain the I-Team with its present mandate.  It is a challenge to maintain and take best advantage of the webpage.  Experimentation with meeting in virtual space is yet to come.  It probably should not be scaled up.  It may be a useful model for other communities of practice because it is a "safe haven" for the exchange and promotion of ideas.  The I-Team is a recognized community of practice with bureaucratic standing but without the bureaucratic constraints and/or threats that a funded and staffed operating unit might convey.

## Organization   *Economic Growth, Agriculture and Trade*

## Inventory ID      *120*

# Agency Information Technology Team (I-Team)

## *Contacts*

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## *Links*

http://inside.usaid.gov/ICT/

## *Category*

Information Communication Technology

## *KM Item Type*

Community of Practice

*Organization*  *Economic Growth, Agriculture and Trade*

*Inventory ID*    *120*

# Trade Capacity Building (TCB) Database

## Description

Online, searchable database of U.S. Government (USG) funding for activities to assist developing countries and transitional economies to become more integrated into the global economy. It is used by various USG agencies, other donor governments, the OECD, and the World Trade Organization (WTO) to measure USG assistance of that type and to enhance donor coordination of TCB activities. A widely-used statistical software package (SAS) stores and manipulates the data. The Internet site allows users to directly query and sort the data.

The online database was launched in January 2002, following an extensive data collection project in the previous year. Funding data and program descriptions were collected for TCB activities during three fiscal years: FY99, FY00, and FY01. In October 2002, the results of a data collection update were added to the online database, bringing coverage up to include FY02. Although USAID took the lead on this knowledge sharing activity, it represents a planning and reporting collaboration among more than two dozen USG agencies and institutions, as well as the vast majority of USAID field missions.

## Value Proposition

In the wake of the WTO Ministerial in Seattle, the USG recognized the need to measure and document foreign assistance activities that improved the ability of recipient countries to engage in the rules-based trading system. Such activities included assistance for WTO accession and support for the development of the physical, institutional, and human capacity for a country to expand its trading activities. In 1999, USAID implemented a rudimentary survey of its own field missions to obtain basic information on TCB activities. In 2000, USAID led a survey of USG agencies engaged in TCB that generated a detailed report on such activities. However, the 2001 data collection project was more systematic than either of its predecessors. Not only was a detailed report prepared for distribution at the WTO Ministerial in Doha, but also a database was created.

## Results

The TCB Database directly serves the needs of USG foreign affairs agencies to measure and understand their activities to increase the trading capacity of developing countries. The database also serves the needs of the WTO and the entire donor community to monitor these activities. Indeed, the TCB Database is already being used as a model by the WTO in the design of a database covering the TCB activities by all donor governments. At the WTO Ministerial in Doha (November 2001), the USG and other donors committed themselves to provide increasing support to developing countries with respect to trading capacity. The quantitative information in the TCB Database is a practical tool for benchmarking and monitoring the outcome of those commitments. The increased availability of qualitative information (e.g., programmatic details) in the database is a valuable resource for lessons sharing and coordination among donors as well as between USAID missions and bureaus..

## Issues

In the short-term future, the key issue for the TCB Database is finding the most effective way to share as much of the qualitative information as possible in a direct manner through the searchable database. Before the database was launched, USAID decided to post as much information as possible on an external web site – rather than develop a more extensive version on an intranet site. With the availability of vastly greater amounts of qualitative information covering FY02, the TCB team is working towards expanding the dissemination capabilities of the web site by the start of calendar year 2003.

In the longer-term future, the TCB team needs to streamline the data collection process without sacrificing the quality of the information gained. The pioneering work by USAID on data collection has already spawned similar activities by other donors. There are minor differences among these efforts, generating the need for early donor collaboration in the design of future data updates.

## Contacts

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## Category

Trade

## Organization    *Economic Growth, Agriculture and Trade*

## Inventory ID      *121*

*Links*

http://qesdb.cdie.org/tcb/index.html

Knowledge Asset

*Organization*   *Economic Growth, Agriculture and Trade*

*Inventory ID*      *121*

# Best Practices Compendium

## Description

Advance Africa, a USAID-funded project to increase FP/RH services in sub-Saharan Africa, has created a Best Practices Compendium to collect, standardize, disseminate and evaluate the use of interventions in the field of family planning/reproductive health.

The Best Practices Compendium is available since July, 2002 as a searchable database on the Advance Africa Web site (www.advanceafrica.org/bestpractices) or on CD-Rom. This database is continually being updated with new submissions. Through the Web site, users can both search for existing best practices by multiple topics and stage of practice (promising or best) or can enter their own tested public health interventions.

Advance Africa began the task of compiling best practices in reproductive health service delivery with a series of short papers explaining the methodology of compiling a compendium, as well as of establishing basic criteria. The team began to gather feedback from members of other organizations and facilitated the sharing of best practice approaches through a one-day meeting that introduced the initial draft compendium of more than 150 practices or program models.

Although Advance Africa initiated this compendium it is intended that ownership will be broad, and that management of the compendium will eventually be taken over by programs in the field.

## Value Proposition

The purpose of this compendium is to provide best practices/interventions to program managers, policymakers and donors, particularly those in the field, who seek to implement or scale up reproductive health interventions/programs using practices that have demonstrated success. It is a tool to identify practices for implementation or to scale up existing successful interventions.

Advance Africa's unique process for identifying and compiling best practices/interventions differentiates this compendium from others. First, a set of standardized, evidence-based criteria is applied to establish the confidence level in using the intervention. Second, the compendium is linked to the strategic mapping process, serving the interests of managers when they are part of a more intensive analysis of program needs, gaps, deficiencies, barriers and opportunities. The Best Practices Compendium is a source of ideas for improving family planning/reproductive health programs by scaling up existing successful interventions.

## Results

Large-scale dissemination of the Compendium has just begun; as have evaluation of its usability, use and usefulness. Advance Africa is collaborating with Population Council to produce an annotated bibliography and a mini-compendium of Community-based Distribution for a joint workshop with USAID in December.

## Issues

A Best Practices Advisory Group (BPAG) of interested FP/RH experts has been established to help refine the evidence-based criteria for intervention classification and the terminology of the classification levels or stages. The original Pyramid of Best Practices has been modified and simplified as a result of these BPAG discussions. By early 2003 a Peer Review Board composed of experts from a broad array of organizations will begin to evaluate the submitted interventions. Through these groups and other means, Advance Africa seeks input from experts in the field of FP/RH and from program managers in these fields.

Ownership of the Best Practices Compendium needs to reside with organizations in the field as well as with U.S. based organizations if this tool is to be fully integrated into the program planning process. Advance Africa will involve CAFS and FAWE (consortium members) and Partage (NGO partners in Anglophone and Francophone Africa) members in the collection, dissemination and use of the compendium to help ensure that the included interventions reflect in the successes in Africa and that successful practices are known and used by African program managers. Involvement of these local NGOs will help sustain and transfer ownership of the compendium to the field.

Broad dissemination of the database compendium and an evaluation of the usability, use and usefulness of the Best Practices Compendium for program managers in the field is beginning. The strategy will directly address the issue of how to increase demand and effective utilization of the Compendium. Advance Africa with its Best Practices Advisory Group has the ability to produce a useful tool. However, Advance Africa recognizes that constraints do arise when

## Organization   *Global Health*

## Inventory ID        *61*

# Best Practices Compendium

attempting to increase the effective utilization and application of the Compendium by program managers.

## *Contacts*

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## *Category*

PHN

## *Links*

http://www.advanceafrica.org/bestpractices

## *KM Item Type*

Best Practices

*Organization*    *Global Health*

*Inventory ID*          *61*

# Donor community e-newsletter

## Description

Highlights new USAID initiatives, research, programs, and studies for our partners in the donor community.

## Value Proposition

USAID is a world leader in technical assistance, research, etc. in public health initiatives in the development world, yet many of our partners in the funding/donor community aren't always aware of the direction we're going or of the ground breaking work we do.  This newsletter provides a compendium of cutting edge information along with links to working papers, information about best practices, and contacts for more information.

## Results

Newsletter recipients have been enthusiastic about the newsletter and circulation (which is by subscription only) has grown steadily.  Consensus is that this is a highly valuable document.

## Issues

Given shifting nature of USAID staff, the editorial board changes with frequency and so there is a small struggle in maintaining the original vision of the newsletter as new ideas come in.  This is not a major issue.

## Contacts

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## Category

Management / Administration

## Links

http://www.ehproject.org

## KM Item Type

Other Knowledge Sharing

## Organization    Global Health
## Inventory ID        63

# Information exchange networks

## Description

Established information exchange networks on specific environmental health (EH) topics (e.g., malaria and hygiene networks). There are over 600 members in the malaria network and approximately 120 in the hygiene network. Develops e-bulletins on malaria and hygiene, and disseminates them bi-weekly to network members.

## Value Proposition

These networks were developed to facilitate information flow and communication among malaria and hygiene researchers and practitioners.

## Results

Feedback from malaria and hygiene network members have shown that the networks and network bulletins are important mechanisms, especially for developing countries, to stay up to date on research and lessons learned and are also important for facilitating communications among researchers and practitioners (from research to the field).

Audience: USAID, international organizations, environmental health policy makers abdnd programmers in development organizations, NGOs and developing countries.

## Issues

## Contacts

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## Category

PHN

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Global Health*

*Inventory ID*        *64*

# E-letter for communicators

## Description

E-letter for communicators in cooperating agencies (CAs) working with the Office of Population and Reproductive Health.

## Value Proposition

Many CAs do not actively report to general public and media the work they do with USAID funding. We have begun an initiative to encourage them to prepare more human interest stories about the work they do in the field for inclusion in annual reports, letters to partners, and in press releases describing new initiatives. In the process of encouraging people to do this, we have found that many of the staff assigned communications duties were entry level professionals, many without a media or PR background, so we began a newsletter designed to share tips on writing annual reports, preparing good press releases, getting technical stories from the field and making them interesting.

## Results

E-Newsletter has been well-received. We began it with the intention of just making it a short term project. It has proven so useful, that we have continued publishing it. It is now a quarterly, and the circulation list grows every issue.

## Issues

## Contacts

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## Category

PHN

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Global Health*

*Inventory ID*          *65*

# Infection Prevention CD-ROM

## Description

The partner, with funding from the William H. Gates Foundation, has produced an Infection Prevention CD-ROM. Pilot tests of the CD-ROM were conducted in Nepal (April 19–23, 1999), Ghana (September 21-27, 1999), and South Africa (October 1-4, 1999), with a total of 138 field-test participants.

## Value Proposition

The CD-ROM is to be used as an instructional training product. The purpose of the CD-ROM is to provide essential information about infection prevention needed to perform or supervise medical or surgical procedures, with an emphasis on low-technology practices. The primary audience for the CD-ROM is doctors and nurses.

## Results

Pilot test participants included physicians and nurses from the private and public sectors, physician and nurse trainers, medical school instructors, medical school students, medical/quality of care officers and AVSC staff. In addition to using the CD-ROM, participants took pre- and post-tests for knowledge assessment, and provided evaluation feedback via both a written form and oral discussion.

Participants found the information presented in the CD-ROM to be both new, clearly presented and applicable to their jobs. 96% of participants agreed that they learned new information about infection prevention from the CD-ROM (Nepal – 100%, Ghana – 95% South Africa – 95%), and participants nearly unanimously agreed that they would apply the information learned from the CD-ROM to their jobs (Nepal – 100%, Ghana – 98% South Africa – 98%). 98% felt the infection prevention information in the CD-ROM was clear and easy to understand (Nepal – 95%, Ghana – 100% South Africa – 98%).

Overall, the evaluation indicates participants were extremely satisfied with the product and the experience, with nearly 100% responding they would recommend the CD-ROM to others (Nepal – 100%, Ghana – 98% South Africa – 100%) and would like to participate in future trainings using this type of technology (Nepal – 100%, Ghana – 98% South Africa – 100%). There was very high interest among participants for learning computer and other technology skills, and it can be inferred that some of the interest in this product stems from an eagerness to learn and practice these skills, in addition to the informational content put forth.

## Issues

The overall findings of the pilot indicate that the product is very popular with users. User satisfaction rates were very high in all the sites, and it was clear from observation that participants enjoyed using the product and were engaged by this method of learning.

Expectations for use of the CD-ROM included a broad variety of possible applications. The pilot indicates that its use for disseminating infection prevention information and teaching appropriate practices in an innovative format is effective. Use of this CD-ROM as an independent learning module of a clinical training may need to be retooled. Some participants indicated that they would have liked the CD-ROM to be supplemented with other training approaches, including lecture and live demonstration to reinforce skills. Future applications of this product could incorporate such approaches in a training setting. The printed reference booklet is an important component given the depth of information and the reality that most people were not able to complete the CD-ROM.

As a result of the Nepal, Ghana, and South Africa field tests changes were made to the CD to make it easier to navigate. Based on observations of users, it was found that some of the game navigation was confusing. The navigation was changed in the games so that it would be similar to the navigation in the rest of the CD.

In addition a module menu page was added so that users would be able to select specific areas of particular interest or relevance to them. This eliminated the strictly linear presentation of material.

The evaluations and pre- and post-test scores indicate that participants learned new infection prevention information through the use of the CD-ROM. We were unable to do a longer-term follow-up with participants, but according to their evaluations, the vast majority intend to utilize this information in their work.

Participants' need for and interest in computer and mouse skills training was borne out through the pilot. While

## Organization   *Global Health*

## Inventory ID      *66*

# Infection Prevention CD-ROM

computer accessibility was slightly higher than anticipated, it is still not widespread, and the infrastructure is not yet available in most sites for on-going use of the CD-ROM. Both the computer supply and skills training should be addressed in any future roll-out of the product.

## Contacts

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## Links

## Category

PHN

## KM Item Type

Distance Learning

*Organization*   *Global Health*

*Inventory ID*        *66*

# Start Program Digital Videos

## Description

Over the course of six months, we (a partner) produced and distributed two digital documentaries to share lessons learned in two technical areas from our work in Africa. The first, released in April, is a 9-minute film that explores the challenges of introducing antiretroviral drugs (ARVs) into developing country settings. It was filmed in Ghana and features our "Start" program. The second, released in July, is a 29-minute film that examines the rapid expansion of voluntary counseling and testing (VCT) programs for HIV. Both were made largely with USAID support. To produce these films, IMPACT staff members recorded all images with a hand-held digital camera and conducted some of the editing on a laptop in the field. This technology lends itself to a multiplier effect: We now can reproduce thousands of the images (including many that do not appear in the final films) as still photos, enhancing our ability to share our stories in other media.

## Value Proposition

Because both situations—the shortage of VCT sites and the lack of ARVs in low-resource countries—are the subject of frequent discussions related to health planning, financing and infrastructure development, we sought to inject what we have learned into the discourse. To do so, we made significant investments in staff time, travel costs and film equipment. We produced the documentaries for multiple audiences—policymakers, donors, implementing agencies, stakeholders, and health workers in these and other developing countries.

## Results

In both settings, the films have been enormously well received. Health workers and policymakers in Ghana and Kenya use them in ongoing HIV training and education programs. We have also distributed more than 100 copies (in both PAL and VHS formats) for use in more than a dozen other English-speaking countries where FHI operates prevention and care programs. The films have helped raise awareness of the importance of ARVs and VCT sites in public health system—and helped chronicle the challenges in introducing them.

## Issues

Because we view the documentaries as an ongoing part of our education activities, we continue to invest in them. We expect to translate the audio into French so that we can reach important audiences in Francophone Africa. In Kenya, the National AIDS Control Program has been so impressed with the VCT film that it is arranging to broadcast it nationwide on Kenyan national television. We hope this can take place on Dec. 1, World AIDS Day.

## Contacts

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## Category

PHN

## Links

## KM Item Type

Lessons Learned

## Organization  Global Health

## Inventory ID      67

# AIDSQuest

## Description

AIDSQuest is a web-based resource for researchers and others developing HIV/AIDS-related data collection tools. The web-site is www.popcouncil.org/Horizons/AIDSQuest. The partner has collected surveys from a number of international and local organizations, and from the published literature. Information on how each survey was developed and used is provided. Also featured in AIDSQuest are methodological tips on designing AIDS-related questions. A CD-Rom version is also available.

## Value Proposition

The objectives of AIDSQuest are to:

- Create a resource for researchers and others who are developing standardized questionnaires and other instruments related to HIV/AIDS research;
- Bring together information on the development and prior use of surveys as available;
- Offer methodological tips on developing AIDS-related questions;
- Provide a forum for new and innovative surveys or scales; and
- Encourage the widespread use of similar questions in surveys worldwide, to facilitate comparison and validity of results.

The surveys in AIDSQuest are made available as examples to help researchers begin the process of developing their own instruments. An important goal of the library is to offer a variety of different surveys that address similar topics, so that researchers can choose among a range of options and combine and adapt options as they see fit.

## Results

AIDSQuest has received an average of 7,000 hits per month since its inception in 2001 and continues to be one of the most popular sites on the webpage.

Anecdotally, the patner's staff members have heard a number of researchers indicate that they use AIDSQuest and find it to be very useful. As an example, at the Fourteenth International AIDS Conference in Barcelona, Spain, a presenter cited AIDSQuest as their source of measurement tools.

## Issues

The partner's researchers will continue to update and expand the surveys available on AIDSQuest both on the web and with new versions of the CD-Rom. By helping create such a widely available resource, the partner hopes to be able facilitate valid comparisons across various studies.

## Contacts

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## Category

HIV AIDS

## Links

http://www.popcouncil.org/horizons/AIDSQuest/

## KM Item Type

Best Practices

*Organization* *Global Health*

*Inventory ID* *68*

# International Vitamin A Consultative Group

## Description

IVACG was established in 1975 by the U.S. Agency for International Development to provide support and guidance to international activities to control and eliminate vitamin A deficiency worldwide. A primary objective of IVACG is to provide a forum for the exchange of new ideas, research findings, and programmatic interventions which may contribute to the eradication of vitamin A deficiency. To this end, IVACG sponsors international meetings of experts in the field; collaborates with international organizations, such as WHO and UNICEF, in developing and establishing guidelines for public policy and for vitamin A deficiency diagnosis, treatment, and prevention; and provides technical guidance to implementors and policy makers through state-of-the-art publications addressing the causes, treatment, and prevention of vitamin A deficiency.

INACG is dedicated to reducing the prevalence of iron deficiency anemia and other nutritionally preventable anemias worldwide. It also sponsors international meetings and scientific reviews and convenes task forces to analyze issues related to etiology, treatment, and prevention of nutritional anemias. Through its international meetings, INACG provides a forum to foster the interchange of ideas, the presentation of new research findings and survey data, and discussion of action programs. It also coordinates the efforts of both bilateral and multilateral donor groups.

## Value Proposition

IVACG and INACG were established to summarize existing scientific knowledge about vitamin A deficiency and iron deficiency anemia and translate that knowledge into practical guidance for developing country public health and community-level staff. Through large international meetings and publications (print and electronic), IVACG and INACG keep developing country micronutrient program staff up-to-date with the most effective strategies to prevent and control these deficiencies.

## Results

IVACG and INACG have released a series of publications (see publications lists attached). IVACG held its 20th meeting in Hanoi, Vietnam in February 2001. INACG held a symposium immediately following the XX IVACG Meeting in Hanoi. More than 550 policy makers, program managers, planners, and scientists from 64 countries participated in the gathering in Hanoi. Successful initiatives from Vietnam and the region to reduce vitamin A deficiency and iron were highlighted also.

The XX IVACG Meeting focused on which strategies work best to eliminate vitamin A deficiency and have a public health impact, and issued new recommendations toward this effort. The proceedings of the XX IVACG Meeting were published as the September 2002 supplement to The Journal of Nutrition. Copies were distributed to all meeting participants. This document is unusual because of its in-depth state-of-the-art scientific content. It provides a complete summary of the best available knowledge on assessment, implementation, and evaluation of vitamin A deficiency, and ways to prevent this major public health problem. Most IVACG meeting reports are published as stand-along documents and posted in the IVACG website.

The INACG symposium report summarizing current issues for iron deficiency programs was published, and is available on the INACG website.

## Issues

The XXI IVACG Meeting is scheduled for 3-5 February 2003 in Marrakech, Morocco. INACG will hold a one-day symposium on 6 February, following the IVACG meeting.

## Contacts

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## Category

PHN

## Organization    *Global Health*

## Inventory ID        *69*

# International Vitamin A Consultative Group

*Links*

http://ivacg.ilsi.org

http://inacg.ilsi.org

*KM Item Type*

Community of Practice

*Organization*   *Global Health*

*Inventory ID*      *69*

# Implementing Best Practices (IBP) Consortium

## Description

Global Health has partnered with WHO and participating Collaborating Agencies (CAs) to form the Implementing Best Practices (IBP) Consortium.  The IBP Consortium has several primary objectives:
- To create and sustain an effective network of collaborating international and national groups to identify, disseminate, and apply evidence-based best practices.
- To recommend and provide evidence-based tools and approaches that will help support a process of change within countries.
- To work with partnering countries to develop a transferable process that fosters innovation, shared learning and information exchange for the management and application of new and existing best practices in reproductive health.
- To build on existing management and leadership skills at all levels to enable the application of innovative and creative approaches to introduce and use best practices.
- To support a process of continuous learning to implement best practices through mentorship.

## Value Proposition

The IBP Consortium was formed out of a common desire to see best practices implemented more successfully in the field.  The group came together in order to create a formal partnership that would help to streamline approaches, avoid duplication of efforts by organizations, and decrease conflicting information going out into the field.  In regards to knowledge management, the collaboration offers the opportunity for WHO, USAID, and participating CAs to share and combine expertise in both medical and non-medical aspects of reproductive health services, offering more comprehensive support to the field.

## Results

To date, the IBP Consortium has organized two "Implementing Best Practices" regional conferences in Nepal and Egypt.  Participating countries send country teams to the conference to exchange information about best practices in reproductive health/family planning service delivery and finally, to form strategic action plans that incorporate best practices into their country programs.  After the conference, country teams continue to work together in designing and implementing practical strategies for improving their country programs with support from a mentor.

## Issues

The next IBP conference is scheduled to take place in India in early 2003.  The IBP Consortium continues to explore the best ways to share knowledge with partners in the field and support their implementation of best practices in country programs.

## Contacts

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## Category

PHN

## Links

## KM Item Type

Best Practices

## Organization   Global Health

## Inventory ID        70

# IRCintranet portal

## Description

We developed a website for Intrah staff worldwide that serves as a portal to relevant information and resources. The IRC website, available via Intrah's Intrahnet, provides desktop access to: the IRC catalog, other databases such as PopLine and PubMed, a variety of electronic full-text journals, and more. The website also provides full-text access to the archives of the AWARE notices, which is an electronic environmental scanning/clipping service provided by IRC staff who monitor a variety of listservs and other news sources. We cull relevant news articles together by topic (Reproductive Health, HIV/AIDS, etc.), repackage the articles in a separate e-mail, and distribute the information via a moderated listserv to Intrah staff who request the service.

We used Dreamweaver to create the website and, with the assistance of Intrah's Information Technology Unit, launched the website in December 2001.

## Value Proposition

The IRC has a physical collection more than 8000 items and serves 175 staff worldwide. Each item in the collection has been cataloged in a database that was previously available only in the Chapel Hill Resource Center. By making the IRC website available to staff throughout the world, we aimed to provide desktop access to a variety of electronic and print resources, increase usage of the IRC (including staff time and expertise), and ultimately improve health care provider performance at the local level.

The AWARE service is a very popular method for staff to learn about newsworthy events throughout the world. Each AWARE message is indexed by topic and is archived on the IRC website. Staff can search the archives by topic and retrieve relevant news stories.

## Results

Since the IRC website has become available to staff worldwide, there has been an increase in requests from staff for print resources, increased recommendations for new acquisitions, and increased research requests from staff in Intrah's field offices.

The AWARE service is very popular and keeps staff apprised of relevant and timely news stories regarding topics such as Family Planning, HIV/AIDs, Training Methodologies, etc.

## Issues

The IRC website is maintained by IRC staff and will soon include the results of recent research requests, in an effort to share knowledge throughout Intrah. Although, the IRC catalog is fully functional, usability could be improved by modifying the way search results are displayed. The archived AWARE messages will be indexed more fully to improve access (for example, by country and by date).

## Contacts

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## Category

PHN

## Links

https://intrahnet.intrah.org/intrahnet_webpages/resource_center/

## KM Item Type

Portal

**Organization**   *Global Health*

**Inventory ID**        *71*

# Best Practices in Training Conference

## *Description*

In order to identify and share information on training, a group of USAID CAs planned and conducted a conference entitled Training: Best Practices, Lessons Learned and Future Directions.

The focus of the conference was to examine best training practices used in international healthcare settings, with particular emphasis on family planning and reproductive health. In addition, training practices that have been employed successfully in sectors other than healthcare were examined and discussed for their applicability to reproductive health programs. The conference was organized by the JHPIEGO Corporation in collaboration with the Office of Population and Reproductive Health of the United States Agency for International Development (USAID) and a number of USAID Cooperating Agencies.

## *Value Proposition*

The goals of this conference were to examine training practices identified as the best according to evidence and objective data, share lessons learned from implementing training in a variety of settings, and see what the future holds for training.

This conference was designed for individuals who have responsibilities for the design, delivery and evaluation of training interventions to improve worker performance, with a focus on family planning and reproductive health. Conference attendees included trainers, instructional designers, materials developers, facilitators and evaluators. Individuals responsible for programming and managing training interventions also attended the conference.

## *Results*

Approximately 180 attendees from 14 countries participated in the conference. Attendees were able to select from 35 sessions focusing on best practices, lessons learned and future directions in training. Following the conference, all attendees received a CD-ROM containing all of the conference presentations and supporting materials.

The conference materials were reviewed and summarized in a presentation given at the MAQ Mini University. This same information is being sent to over 1000 recipients of JHPIEGO TrainerNews – an electronic newsletter.

Feedback was so positive, a similar conference in being planned for Africa in 2003.

## *Issues*

Future implications include:

- A similar conference to be held in Kenya in 2003.
- Essential best practices and lessons learned are being included in a document being developed by several USAID CAs entitled Guidelines for the Design, Delivery and Evaluation of Training. A draft version of this document will be available at the African conference.

## *Contacts*

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## *Category*

PHN

## *Links*

http://www.jhpiego.org/whatsnew/bptrnafr.htm

## *KM Item Type*

Best Practices

## *Organization*   *Global Health*

## *Inventory ID*        *72*

# Performance Improvement Discussion List

## Description

We set up an e-mail discussion group for USAID and CA staff around the world focusing on performance improvement (PI-L). This list has been operating for over three years and was set up at the beginning of USAID's performance improvement initiative.

## Value Proposition

We set up this e-mail discussion group as one approach for helping USAID and CA staff share information and learn about performance improvement. It was felt that this e-mail discussion group would virtually bring together those individuals interested in integrating performance improvement principles and practices into their work.

## Results

There are currently 128 subscribers from 13 countries. All of the postings since the beginning of the list are available online. The benefits include:

- A forum for sharing ideas and asking for advice.
- Connecting a group of individuals with a common interest in sharing information related to performance improvement.
- The cost for developing and maintaining this list are minimal, so the effort is cost effective.

## Issues

This e-mail discussion list was to become part of a larger effort of USAID's Performance Improvement Consultative Group (PICG) that would include an active website. Work on that website has not progressed as planned, so the list remains a stand alone activity.

The primary constraint is encouraging more of the list members to participate. I have talked with a number of the list members and many appear to enjoy the postings and just "listening" to the discussions.

At the present time, there are no plans to replicate or scale up the list. It would be useful to have this list operate in Spanish and French, but that would require a "champion" to ensure the list is successful.

## Contacts

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## Category

Management / Administration

## Links

http://community.jhpiego.jhu.edu/archives/pi-l.html

## KM Item Type

Other Knowledge Sharing

*Organization*   *Global Health*

*Inventory ID*          *73*

# E-Mail-Based HIV Course

## Description

We are currently pilot testing an e-mail course, Meeting the Family Planning/Reproductive Health (FP/RH) Needs of Clients with HIV/AIDS in Low-Resource Settings. The course is targeted to a wide-range of healthcare professionals including those working in the fields of FP/RH, HIV/AIDS, and primary healthcare. The course is offered in a listserv environment and includes weekly lessons to a pilot-test group of 47 registered participants from 14 countries. The course is facilitated by Drs. Jean Anderson and Prof. Emmanuel Otolorin and administered by "teaching assistants". Each participant received a welcome letter, course syllabus, pre-course test, weekly lessons, quizzes and learning exercises, a post-course test and a final course evaluation. Participants who complete both tests and the final evaluation will receive a certificate of completion and HIV CD-ROM. The course started 14 October 2002 and will continue through 17 January 2003, with the possibility for future sessions.

## Value Proposition

There is an urgent need for health professionals to address the FP needs of HIV clients. JHPIEGO was looking for an effective mechanism to widely disseminate such information to providers. The information in the course is based on a previously developed series of tutorials on HIV). This pilot test will also help gauge the interest and ability of reproductive health professionals to complete a course of this nature.

## Results

The pilot test course has not concluded yet. We currently have 33 healthcare professionals from 13 countries participating. All are FP/RH or HIV/AIDS healthcare providers or program managers. Of the 33 participants, only 9 scored 70% or better (out of 20 questions) demonstrating a significant need for updated information. After taking the course, we expect all participants will score 70% or better demonstrating increased knowledge about family planning and reproductive health issues related to HIV/AIDS. Other benefits to participants include connection with international reproductive health colleagues, access to experts in the field of FP/RH and HIV/AIDS, and experience using computers and e-mail to communicate.

## Issues

Plans are in place to offer the course to a larger audience and to offer it online as a self-paced course. This is a USAID Office of Population core funded initiative. We would hope to seek funding from other donors (e.g., UNAIDS/USAID HIV Office) to scale up the course and expand the range of topics beyond FP/RH.

## Contacts

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## Category

HIV AIDS

## Links

http://community.jhpiego.jhu.edu/archives/fprh-hiv-l.html

## KM Item Type

Distance Learning

**Organization**   *Global Health*

**Inventory ID**        *74*

# Reproductive Health Website

## Description

In 1995, we established a reproductive health website entitled Reproductive Health Online (ReproLine®) (http://www.reproline.jhu.edu). We developed the ReproLine website initially by repurposing its printed learning materials (including reference manuals, presentation graphics, checklists, model course schedules). In time, We also obtained permission to include related materials from other organizations working in reproductive health, such as FHI and Intrah/PRIME. We continues to expand the site by including both JHPIEGO-developed materials and those of other cooperating agencies and organizations such as WHO.

## Value Proposition

We developed the ReproLine website to update the knowledge of healthcare professionals, faculty and trainers working in reproductive health, particularly in low-resource areas that may lack printed resources and libraries. ReproLine is also intended to help trainers to do their jobs by providing ready-to-use materials they can use in training, such as presentation graphics on a variety of reproductive health topics. Finally, JHPIEGO envisioned ReproLine as a source for professional development and knowledge building when JHPIEGO is no longer working in a country.

## Results

The ReproLine website receives 60,000-85,000 visits per month from over 100 countries, many of which receive USAID funding. There are over 1,000 downloads per month of presentation graphics sets, a tool that is targeted for use in training. A search using the Google search engine reveals over 1,000 websites and documents on the Internet that link to ReproLine, including the United Nations Population Fund, UNICEF, Harvard School of Public Health and cooperating agencies.

An evaluation conducted in 2001 of a technology-assisted learning center that JHPIEGO established at a university in La Paz, Bolivia revealed that medical students and faculty were accessing ReproLine to update their knowledge of reproductive health.

## Issues

We are challenged to develop a plan for the future of ReproLine that continues the maintenance and growth of this valuable resource.We are also looking at reorganizing and expanding ReproLine to target the needs of preservice education and service delivery improvement.

## Contacts

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## Category

PHN

## Links

http://www.reproline.jhu.edu

## KM Item Type

Knowledge Asset

## Organization   *Global Health*

## Inventory ID        *75*

# Health Communication Materials Network (HCMN)

## Description

Health Communication Materials Network (HCMN) is a listserv serving over 450 health communication specialists worldwide. It was started by sending an email inviting everyone who had requested materials from the Media/Materials Clearinghouse over a period of 2 years, and who had email access, to join.

## Value Proposition

We decided to start this listserv to position the M/MC as the central resource worldwide for health communication materials development specialists. By developing a listserv, we hoped to stimulate discussion, introduce people to one another, and share experience and advice around the world.

## Results

HCMN started out with 30 members, now has over 450. New members join at a rate of about 3 per week. As a result of HCMN, these individuals, most of whom are working in developing countries, have access to information about conferences, new materials, and projects being produced by their colleagues. They also learn about one another via the "profiles of new members" section. The benefits are that: 1) these individuals feel less "alone" in their part of the world - they are now connected to others doing the same work, 2) the information about new materials and projects is shared instantaneously, and 3) health communication specialists can share experiences about their work.

## Issues

Future implications: health communication materials conferences, where the people that actually design the materials can meet, as opposed to the conferences solely aimed at the program manager level; website document critiques; virtual conferences; shared databases, with input by members, which offer information about members and their work. No plans in place at this time. Constraints: time to work on these issues (it is currently being maintained by one individual), funding for the bigger plans. Replicated: as part of the new INFO project, HCMN will become part of a network of health networks, and its members will be able to interact with specialists in other areas of health promotion.

## Contacts

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## Category

PHN

## Links

http://www.hcmn.org

## KM Item Type

Community of Practice

## Organization    *Global Health*

## Inventory ID          *76*

# Reproductive Health Gateway

## Description

To help organizations share their knowledge about reproductive health more effectively, the Population and Health Materials Working Group created a portal website that provides a search engine on reproductive health called Reproductive Health Gateway (www.rhgateway.org).  Rather than search the entire contents of the Web, as you would do on Google, or search only the contents of one site, as you would for example on WebMD, RHGateway searches the contents of  web sites that have been selected for accuracy, authority, and relevance. The web sites of many Working Group participants form the core of RH Gateway but it also includes other authoritative sites such as CDC and WHO. The Working Group reviews and selects other sites for inclusion on the basis of relevance and accuracy. Reproductive Health Gateway also provides other portal features such as links to related resources, a calendar of events, etc.

## Value Proposition

An RHGateway search is much quicker, easier, and more trustworthy than either a Web-wide search, which can yield many irrelevant or unreliable sites, or a time-consuming site-by-site search. All queries are answered with links straight to the information the user is seeking, rather than to a description of that information. It is designed for international reproductive health professionals, program managers, researchers and students.  Its goal is to provide quick, easy-to-use access to the most relevant body of scientific reproductive health information which is accessible via the World Wide Web.

## Results

The result: quick access to the full contents of all documents on 66 sites including PDF files, Word documents, PowerPoint presentations, etc. Searches can be conducted in 11 languages through both a simple single-box interface and an advanced query interface.  Users who don't find what they are looking for on RHGateway, can repeat their search in four electronic databases whose content is not spidered by RHGateway: Development Experience Clearinghouse (DEC), Combined Health Information Database (CHID), POPLINE and PubMed (Medline).  Or they can repeat the search on the entire web using the Inktomi search engine.  RHGateway features new materials and resources related to reproductive health on its home page and on a "What's New" page.  Users can sign up to receive a monthly e-mail update.  Users who don't want to perform their own searches can search through a series of topics.

## Issues

Plans are to develop the portal features by adding collaboration tools which would allow RHGateway users to create small groups to share knowledge, to set up listservs and threaded discussion groups, share files electronically, etc.  We also plan to develop a combined publications ordering system which will allow RHGateway users to use a single interface to order publications from participating member sites - instead of having to visit 66 sites individually. We will continue to network with related portal sites such as Development Gateway.

Replication/Scaling up:  This type of portal risks becoming too big if it gets scaled up too much.  Replication - by subject - is probably a better approach.  The searching/spidering feature of RHGateway is somewhat unique on the web and it could easily be duplicated for other subjects such as environment, child survival, etc.

## Contacts

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## Category

PHN

## Links

http://www.rhgateway.org

## KM Item Type

Portal

## Organization    Global Health

## Inventory ID       77

# RHInterchange - Supply Initiative

## Description

The knowledge sharing activity JSI would like to present involves the creation of a web-based information sharing system (RHInterchange) which will be used by major procurers and donors of reproductive health supplies.

The RHInterchange is a major strategy of the Supply Initiative: Meeting the Need for Reproductive Health Supplies. The Supply Initiative is a newly funded global effort to address reproductive health commodity security. The partners are Program for Appropriate Technology in Health (PATH), Population Action International (PAI), the European Commission for Population and Development (ECPD), Deutsche Stiftung Weltbevolkerung (DSW), and John Snow Research & Training (JSI R&T). The funders include The Bill & Melinda Gates Foundation, The David and Lucile Packard Foundation, The William and Flora Hewlett Foundation, and the Wallace Global Fund.

One of the objectives of the Supply Initiative is to improve the utilization of present and future financial, political and human resources for reproductive health supplies. To do so, the Initiative will build and manage the RHInterchange as a web-based common information system. The Interchange will be established to enable the open exchange of purchasing and shipment information by the procurers of contraceptives and other reproductive health supplies. This is a collaborative effort undertaken to better synchronize and standardize commodity management information systems.

Currently, the largest procurers of reproductive health supplies, IPPF, UNFPA, and USAID, have different information systems operating on unrelated schedules.  UNFPA, which compiles data on donor support, has consequently been unable to provide an accurate or timely rendering of data. The RHInterchange will standardize these systems and will also be able to anticipate problems and allow opportunities for corrections.

## Value Proposition

Contraceptive Security means an adequate supply and choice of quality reproductive health supplies for every man, woman, and adolescent who needs or wants them.

It has been firmly established that increased resources are needed to ensure an adequate supply and distribution of RH supplies for the customer. Balanced with the unified call for more resources (from donor countries, recipient countries, private sector and market segmentation advocates) is the need to efficiently utilize the resources that are presently available for RH supplies.

At a conference entitled Meeting the Reproductive Health Challenge held in Istanbul, Turkey in May 2001, a prototype for a web based information sharing system was shared with more than 100 participants from bilateral and multilateral organizations, collaborating agencies, advocacy groups and developing country delegates. From the beginning, the Initiative believed that a tool like the RHInterchange would hold great potential for integration of data, information sharing, and for better collaboration among agencies. The Initiative is committed to the goal of establishing a functioning RHInterchange.

## Results

While the RHInterchange has not yet been built, we expect it will:

- Improve the agility, reliability, and customer service of donor contraceptive supply programs, leading to increased availability of products for developing country programs.
- Improve the collection and utilization of contraceptive commodity management information by and among the major purchasers of contraceptives for developing countries (starting with UNFPA, USAID, and IPPF).
- Improve the efficiency and cost-effectiveness of participating contraceptive funders' programs.
- Demonstrate the benefits of collaborative planning and management of donors' contraceptive programs so that more donors elect to fund contraceptives and existing donors increase their funding levels.

As part of the RHInterchange, an RHInterchange Forum will be established consisting of all major procurers of RH supplies (both bi-laterals and multi-laterals, private procurement agencies and NGOs).  The likely benefits of the Forum are:
- Identifying and addressing issues/problems identified through the RHInterchange data analysis.
- Strengthening coordination among Forum participants and the soon to be established Supply Initiative Secretariat.
- Facilitating growth of the RHInterchange user network.


## Organization   Global Health

## Inventory ID       78

# RHInterchange - Supply Initiative

- Contributing to strategy for the design and phased introduction of the RHeXchange.
- Contributing to and linking with Secretariat resource mobilization strategy development and implementation.

## *Issues*

Future implications

Immediate: As mentioned above, the RHInterchange will initially include the three major contraceptive donation programs.  However, we fully expect that in the next two years, it will expand to include other major procurers. It is critical that additional key stakeholders are included sooner rather than later. The concept that the whole is greater than the sum of its parts has strong implications for the goal of securing RH supplies.

Long term: The program will initially be a common information system.  But we hope that it will lead to a web-based procurement system: the RHeXchange.  The RheXchange would facilitate contraceptive procurement through the web by bringing together country programs that receive or purchase large volumes of contraceptives, donors and lenders that fund or conduct large-scale procurement, and global manufacturers and distributors of contraceptives in a single Web-based portal.

Constraints/challenges
The Supply Initiative and RHInterchange are in the development phase.  Both have strong support from the funders and major donors including USAID and UNFPA.  Because of this support, we have no identified challenges.  However, in three years (when the current funding ends) we will require additional support to maintain and expand the operation. While the operational costs are relatively low for a global effort (covering mostly 3 staff members), we will nonetheless need funds to cover them.

Potential for scaling up
As mentioned above, the long-term strategy is that the RHInterchange will lay the groundwork for a web-based procurement system (the RheXchange).  Towards the end of our current funding cycle, the Initiative will begin garnering political support for such a system.  Additionally, the Initiative will conduct a feasibility study to determine the technological capacity of potential partners.

## *Contacts*

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Heather Davis              heather_davis@jsi.com

## *Category*

PHN

## *Links*

## *KM Item Type*

Management Tool

*Organization*   *Global Health*

*Inventory ID*        *78*

# STATcompiler

## Description

A web-link that allows Internet users to make their own tabulations using data generated from the Demographic and Health Surveys program. Covers over 50 countries and over 100 surveys.

## Value Proposition

Results in easy access to data by policymakers and program managers worldwide, as well as scholars and other users of the data.

## Results

Huge impact on data users worldwide.

## Issues

Ongoing; the data available will be continuously updated to include the most recent information.

## Contacts

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## Category

PHN

## Links

http://www.measuredhs.com

## KM Item Type

Technology

*Organization*   *Global Health*

*Inventory ID*        *79*

# HIV/AIDS database

## Description

HIV/AIDS database. A recent effort that will make HIV/AIDS data from a variety of DHS, UNICEF, CDC, and sexual behavior surveys available on the web, also allowing users to generate their own tables and country reports.

## Value Proposition

Results in easy access to data by policymakers and program managers worldwide, as well as scholars and other users of the data.

## Results

Huge impact on data users worldwide.

## Issues

Ongoing; the data available will be continuously updated to include the most recent information.

## Contacts

Daniel Vadnais             Daniel.Vadnais@orcmacro.com

## Category

HIV AIDS

## Links

http://www.measuredhs.com

## KM Item Type

Knowledge Asset

*Organization*   *Global Health*

*Inventory ID*        *80*

# DHS data archive - Macro

## Description

Users can retrieve large datasets electronically after due registration and approval.

## Value Proposition

Results in easy access to data by policymakers and program managers worldwide, as well as scholars and other users of the data.

## Results

Huge impact on data users worldwide.

## Issues

Ongoing; the data available will be continuously updated to include the most recent information.

## Contacts

Daniel Vadnais                Daniel.Vadnais@orcmacro.com

## Category

PHN

## Links

http://www.measuredhs.com

## KM Item Type

Technology

*Organization*   *Global Health*

*Inventory ID*        *81*

# CBGP Practitioner's Forum

## Description

Community-based Growth Promotion (CBGP) is a community based, preventive health and nutrition program that actively engages families of children under two and the community in maintaining the adequate growth of young children and caring for and treating sick children under five years. The idea was developed within the Secretariat of Health of Honduras.

With the spread of the CBGP program beyond Honduras, we have tried to foster a lateral learning network among practitioners of CBGP for knowledge sharing.   The most innovative knowledge-sharing tool to support and facilitate the lateral learning network, the practitioner's forum, was developed in collaboration with BASICS.  This unique electronic forum combines the attributes of a bulletin board, listserve, website, and chatroom.  Documents can be downloaded from the forum; notices are posted; and there is a calendar on which members can post their significant events and progress. Members can ask questions, make comments or post responses, as in a listserve, or discuss issues in real time, as in a chat room.  Only those trained in the CBGP program who have adopted its principles are forum members.  This includes staff of ministries of health, NGOs, and consultants.

We have used more conventional means to acquaint others with the program. We facilitated regional Central America and Africa CBGP conferences as part of the creation of lateral learning networks, to raise awareness and provide training in CBGP to other countries in the regions.  In addition, we facilitated a visit from Madagascar MOH staff to Honduras.

## Value Proposition

We believe that fostering south-to-south communication through development of lateral learning networks assists in adoption and sustainability of CBGP.  Practitioners have a forum to help each other to be self-sustaining instead of relying on donor-supported technical assistance.   With respect to our own business, new countries have often invited us to assist in CBGP implementation, even where the funding comes from another donor, e.g., the World Bank.

## Results

The program spread from Honduras through more conventional knowledge-sharing means and is now also being implemented in El Salvador, Nicaragua, Uganda, Ghana, Eritrea, and Zambia; Guatemala is starting a program.  The practitioners' forum ensures continued technical support and has increased south-to-south communication through a lateral learning network.  Ultimately, children and families benefit.

## Issues

Currently, we host the practitioners' forum and have been collaborating with BASICS.  As the BASICS project phases out, the we plan to continue the forum.  It is low-cost to maintain and requires little funding to continue.  The challenge of the forum is primarily that many of its members are unaccustomed to interaction through electronic means and sometimes send us their postings rather than logging in to post entries themselves.  Face-to-face communication has been key in engaging additional countries in signing on to the program.  It is the regional meetings, which seem to be crucial to the addition of other countries and enlarging the lateral learning network membership, that require the most additional financial input. We plan to continue to present CMGP in professional meetings and in publications.

## Contacts

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## Category

PHN

## Links

http://communities.msn.com/CBGPleaders

## KM Item Type

Community of Practice

*Organization*   *Global Health*

*Inventory ID*       *82*

# Maximizing Access and Quality (MAQ) Initiative

## *Description*

The Maximizing Access and Quality (MAQ) Initiative is organized to facilitate knowledge sharing among the CA community, USAID staff, and partners in the field.  At its core, MAQ consists of six subcommittees or "communities of practice", five of which focus on different technical aspects of quality and access in reproductive health and family planning (RH/FP) service delivery and one with a Francophone Africa regional focus.  Twice annually, the members of the MAQ subcommittees come together, along with other interested parties, to exchange information about ongoing activities within MAQ and technical best practices in reproductive health/family planning service delivery.

## *Value Proposition*

The MAQ Initiative grew out of a recognition that many of the practices being applied in RH/FP in the field were not been "evidence-based" and were actually creating barriers for clients in receiving desired services.  In response, the MAQ community has worked to identify and implement practical, cost-effective, focused interventions aimed at improving both the access to and quality of family planning and selected reproductive health services.

Although many CAs are already addressing MAQ-related objectives in their program activities, the MAQ Initiative provides opportunities for experts to collaborate and pool their knowledge and field experience to identify and promote state-of-the-art tools and concepts, thereby making them accessible to a wider audience.  In essence, MAQ aims to distill and disseminate lessons learned from the broader CA experience as well as identify critical areas that have not yet been addressed.

## *Results*

On a larger level, the MAQ Initiative has facilitated a greater awareness around the importance of evidence-based practices in improving access to and quality of health care services.  Several supporting documents, frameworks, and approaches have come out of MAQ's efforts that facilitate application of best practices in field programs.  Some examples include:

- Development, publication, and dissemination of Essentials of Contraceptive Technology and the WHO Medical Eligibility Criteria.  These technical reference guides have served in providing the scientific basis for the development and revision of RH/FP service delivery guidelines in over 50 countries.
- Production and dissemination of the wallchart, "Do you know your family planning choices", which has served to educate clients worldwide about the benefits and risks of contraceptive methods.
- Revision of the Kenyan national family planning guidelines to allow injectable contraceptives to be given to women of any parity, in accordance with WHO Medical Eligibility Criteria.  This influenced the increase of injectable use from less than 1 percent in 1994 to 12 percent in 1998.
- Development and implementation of field-based "MAQ Exchange" workshops meant to engage USAID missions, their country counterparts, USAID/W and collaborating agencies (CAs) in a dialogue aimed at developing or improving programs that reflect MAQ principles and practices.
- Development of the MAQ Exchange curriculum, a collection of 23 modules covering a wide range of topics in reproductive health.
- Development and dissemination of checklists to allow providers to assess eligibility of clients for contraceptive method use, thereby decreasing existing barriers that are not medically indicated.
- Implementation of 2 half-day conferences that brought together over 500 people to exchange best-practices in 41 technical topics.

## *Issues*

In the coming year, MAQ activities are currently planned to take place in Haiti and Washington, DC.

One of the greatest challenges that MAQ will focus on in coming year is continued identification and documentation of the most effective ways that best practices in service delivery can be communicated to and collected from USAID-supported field programs.

*Organization*    *Global Health*

*Inventory ID*         *83*

# Maximizing Access and Quality (MAQ) Initiative

## Contacts

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## Category

PHN

## Links

http://www.maqweb.org

## KM Item Type

Community of Practice

*Organization*   *Global Health*

*Inventory ID*     *83*

# Media/Materials Clearinghouse (M/MC) website

## Description

The M/MC is an international resource for programs and individuals in search sample communication materials - pamphlets, posters, videos, etc. designed to promote public health. Through its website and CD-ROM, the M/MC provides a way to view sample materials, find out background information about them, and get in touch with the organization that produced them.  The Mediabank database of materials contains 7,500+ sample materials with images and some with links to full-text; the contact database, Netlinks, has information on 2,600+ organizations and web resources. The website and CD-ROM also contain Photoshare, with over 7,000+ health-related photos, Videoshare, a catalog of over 135 videos that can be ordered from the M/MC, and Health Communication Materials Network, a network of health materials development specialists.

## Value Proposition

We created the web site to provide a one-stop shop for people interested in reproductive health materials development. We developed the CD-ROM to mirror the web site and provide those with poor internet access with the same resources that users of the web site had access to.

## Results

- A unique web site that brings together thousands of resources for health communication and health materials development in an easy-to-use format.
- Quicker, more timely access to sample materials, which helps to decrease both money and time spent developing materials.
- Full and up-to-date contact information for all materials in order to facilitate networking.

## Issues

Based on user feedback and usability tests conducted on the old site, the web site has been completely redesigned to be much more user-friendly.  Users can search for materials, photos, or contacts through a single interface. Or they can browse through materials and photos through a clickable interface. We plan to continue to add materials, photos, contacts and full-text documents. This approach could be replicated for other subject areas.

## Contacts

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## Category

PHN

## Links

http://www.jhuccp.org/mmc/

## KM Item Type

Knowledge Asset

*Organization*   *Global Health*

*Inventory ID*      *84*

# E-conferences

## Description

Partner conducted e-conferences on safe excreta disposal and hygiene improvement framework.

## Value Proposition

The e-conferences were planned and implemented to begin a dialog on parnter-based methods and approaches for excreta disposal and hygiene improvement.

## Results

The e-conferences created a foundation for networking and knowledge sharing among researchers and field personnel working in hygiene improvement. We were able to build a database of professionals for info sharing and to foster collaborative approaches.  The dialogue and the summaries from the e-conferences provided initial background information needed for our operations research on safe excreta disposal.

Audience: USAID, international organizations, environmental health policy makers abdnd programmers in development organizations, NGOs and developing countries.

## Issues

## Contacts

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## Category

PHN

## Links

http://www.ehproject.org

## KM Item Type

Other Knowledge Sharing

*Organization*   *Global Health*

*Inventory ID*        *85*

# E-bulletins; Virtual Library

## Description

The EHP website is used as a major vehicle for knowledge sharing. In addition to web publishing, all EHP reports and products can be accessed from the web. There is also a web-based virtual library with links to on-line journals, full text manuals and research reports related to environmental health. An innovative feature, a library web log, is used to frequently update the virtual library and provide links to recent (just published) research and lessons learned related to EH.

## Value Proposition

It was decided that the web site and electronic dissemination were the most effective ways to reach and influence a wide range of audiences.

## Results

In December 2001, EHP did an evaluation of the web site. Two of the indicators used for the web evaluation were: content (usefulness of content) and outcomes (use of information accessed from the web and how the information was used). Results showed that 68% of the web site visitors accessed the web site for EHP publications and 59% for technical information (multiple answers were accepted). 90% of the survey respondents used the information accessed from the web– the most common usages were for research and writing of other documents, followed by program planning, capacity building (training), and program implementation. The respondents listed their job functions as: program implementation, research, management, consulting, and information/communication.

An additional benefit is the decrease in printing costs and postage costs of mailing print copies since the majority of the publications and information products can be downloaded from the web.

EHP audience: USAID, international organizations, environmental health policy makers abdnd programmers in development organizations, NGOs and developing countries.

## Issues


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## KM Item Type

Other Knowledge Sharing

*Organization*   *Global Health*

*Inventory ID*        *86*

# Health Communities of Practice

## Description

We have implemented Communities of Practice (CoP), first in the form of technical clusters during the FPMDII Project (1995-2000) and now in the form of Learning Groups under the Management and Leadership Program. These CoPs provide an organized forum in which to exchange ideas, information and experience on particular technical topics. CoPs have explored or current share knowledge on the topics of leadership development, health information systems, organizational performance improvement, human resource management, health sector decentralization, evaluation, health care finance, leadership transition, organizational sustainability, quality of care, and strengthening women in management.

## Value Proposition

CoPs were developed to assist health technical staff to learn from each other, develop and test tools and processes, examine and share lessons learned, and develop knowledge folders and other types of resource packages and materials to benefit client and partner organizations.

## Results

Regular meetings of these technical CoPs afford busy technical staff the opportunity to explore idea and technical approaches, to examine successes and failures, and to work together on approaches and products to enhance our approaches to providing technical assistance, training, and other forms of consultation. Ultimately our clients benefit from our ability to perform our work with higher quality and greater efficiency.

## Issues

To date these CoP initiatives have been largely project-funded. The challenge is to convert them to a valued knowledge sharing resource so that our leadership chooses to preserve them as a corporate asset, capturing the vast wisdom and talents of our staff from throughout the world.  An additional challenge is how to ensure involvement of a widely scattered staff who serve throughout the world.

## Contacts

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## Category

PHN

## Links

http://www.msh.org

## KM Item Type

Community of Practice

*Organization*    *Global Health*

*Inventory ID*         *91*

# E-Learning and Blended Learning Initiatives

## Description

In the summer of 2000, we designed and offered our first collaborative e-learning workshop. Designed in partnership with Partners for Population and Development, 16 participants from 15 nations over 10 time zones worked together to develop and refine concept papers to pitch to donors. Since then, MSH has expanded its repertoire of e-learning products, particularly those which are integrated into a larger blended learning strategy combining both face-to-face and distance learning and collaboration.

Some examples are:

Cost Revenue Analysis (CORE) virtual hub: the focus of this Web site is on coaching and support from facilitators as well networking and experience exchange among course alumni. The site gathers together a database of participants (photos, contact info and profiles) from India, Nepal, Bangladesh and Pakistan along with course materials, special recognition, tools and resources, contact info for moderators, and participant action plans for the year which are continuously updated.

Drug and Therapeutics Committee (DTC) virtual hub: similar to the CORE hub above, this Web site contains a participant database for 150 alumni around the world so people can stay in touch with their fellow coursemates from Indonesia, Guatemala, Nepal, Kenya, etc.

Virtual hub for Lidernet: this integrated suite of electronic products is being designed and built by the School of Public Health and Secretariat of Health in the most progressive state in Brazil – Ceara. Bringing together all the elements of the virtual hubs above, this hub will also include full modules from the original leadership development course redesigned for learning at a distance as well e-mail discussion groups which will move alumni of the leadership development course forward through joint discussion and brainstorming of approaches to their current challenges. This virtual hub features ongoing dynamic mechanisms for growing knowledge such as: Best practices and success stories generated in the e-mail discussion groups will be reformatted and placed on the Web site as well as integrated into the leadership development course.

Business planning program and virtual hub: currently being piloted with the PROCOSI network in Bolivia, this blended learning program enables nonprofits to articulate new ideas and explore new funding possibilities for their breakthrough ideas. Demand for the program in four languages is high, and it is hoped that in the coming year, program participants will be able to continue their learning and experience exchange through a dedicated virtual hub. This program is piloting an innovative method of having highly-qualified partners in the field add the program to their own suite of products, further refining the secondary materials for their region while continuing to share their learning with other program facilitators around the world.

Virtual leadership development course (VLDP) and virtual hub: eighty people from twelve organizations in eight different countries are currently participating in the first offering of the VLDP. Combining individualized e-learning with face-to face work within their organizational teams, the VLDP utilizes a blended learning approach to offer organizations an opportunity for virtual leadership development and support, long-term participation in a virtual leadership network (thought the Leadernet hub under development), and reliable post-course support and access to leadership development materials.

Leadernet: to be launched in 2003, this virtual hub will link all ongoing leadership development programs in a single Web site allowing participants of Lidernet in Brasil to see what participants in the VLDP are working on, to discuss current challenges and exchange best approaches, to search alumni database for health professionals in the same region or field, to access information on the best articles and resources for managers who lead.

Technical Cooperation Network virtual hub: coming in 2003…

## Value Proposition

There are a number of reasons which compelled us to explore blended learning and collaboration methodologies to increase its impact in the field. These include:

Impact: there is growing evidence that a mix of learning methods, both distance and face-to-face, has a power and lasting impact not found in single method/delivery scenarios. We are is continuing to innovate in the design and delivery

## Organization   *Global Health*
## Inventory ID        *92*

of its technical assistance and partnering efforts.

Sustainable South-to-South experience exchange: Instead of one-off study trips or courses, we are working to give health professionals in the developing world the ability to learn from their colleagues in an ongoing manner, growing their collective knowledge in a global community of practice.

Flexibility: our target audiences are busy professionals whose learning often needs to be on demand and responsive to their demanding schedules. E-learning products enable these professionals to choose when and where they will participate, either within a set timeframe for the course, or at their convenience for self-guided tutorials and the ongoing experience exchange post-course.

Ease of customization: we are working on a model where courses have standardized core materials in a number of key languages. They are then accompanied by a range of multimedia case studies and supplementary optional materials which are developed during each offering, by individual facilitators and course participants. These secondary materials will allow course facilitators to pick and choose among a range of materials to tailor their offering to the client's particular needs and context.

Scalability: blended learning does not have one model but rather a huge range of possible implementation and delivery options. Some are more scalable than others, and we are exploring which elements and which kind of content is most readily scaled to much larger audiences.

## Results


## Issues

All of the products named above are part of the ongoing strategy to create communities of practice and learning around any course offering. By enabling course and program participants to continue learning and sharing with their colleagues, we expect to greatly increase the reach, impact and sustainability of its technical assistance, and most importantly, to foster a greater dialogue among health professionals in the field whose experience is rich, profound and ever growing.

## Contacts

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## Category

PHN

## Links

## KM Item Type

Distance Learning

*Organization*   *Global Health*

*Inventory ID*       *92*

# Managers Electronic Resource Center (ERC)

## Description

We created The Manager's Electronic Resource Center (ERC), an electronic information resource and communication service for health managers of all nations.  The ERC uses the power of the Web and e-mail to provide health professionals with the opportunity to take part in a global electronic community with access to high-quality, up-to-date management information and tools.  The ERC Web site offers over 5,000 pages of quick-loading information and more than 150 ready-to-use management tools.  Content is available in English, French and Spanish; members are encouraged to generate content by sharing examples of innovative management practices used in their own programs.

## Value Proposition

The ERC was created for health professionals around the world seeking access to state-of-the-art management information.  Because of connectivity limitations in many countries, the ERC is designed specifically for people without optimal connection speeds.  The site features quick-loading pages, a limited number of graphics, and printer-friendly content.  The ERC also features Web-to-email content; meaning that a user can choose to have the text content sent to them in e-mail format.

We have collaborated with other many organizations, including UNICEF, federal agencies such as the US Bureau of Primary Health Care, state health departments, and nearly 20 other cooperating agencies, to develop the ERC.  Key features of the site that highlight these collaborations are the Health Manager's Toolkit and the Provider's Guide to Quality & Culture.

## Results

Every day, over a thousand people visit the ERC.  Visitors come from more than 140 countries worldwide.  The member database allows members to access the contact information and fields of interest for colleagues around the world. The resources on the ERC are of documented value to health professionals in the field as evidenced by the email we receive discussing the positive impacts the knowledge gained has had on their work.

## Issues

The ERC continues to grow as a center of innovation and experimentation. It is on the ERC where we have piloted virtual hubs/communities of practice, Web streaming of multimedia, and more. In the future, we hope to better support remote publishing of content by our members as well as further enhancing the print-on-demand features of the site.

## Contacts

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## Category

PHN

## Links

http://erc.msh.org

## KM Item Type

Community of Practice

*Organization*   *Global Health*

*Inventory ID*        *93*

# The Manager

## Description

The Manager is a quarterly continuing-education management publication.Available in print and on the Web, issues of The Manager rely on a structured approach to gain knowledge and experience on specific strategies and techniques in health management, which are consolidated into a brief, practical, and highly readable publication.

Each issue benefits from the experience of our staff, an International Review Board, members of the USAID and CA community, and public and private health programs and organizations around the world. This input is gained through brainstorming sessions, direct collaboration with partners in the field, and a structured review process.

The Manager, now in its eleventh year, reaches 15,000 readers in over 190 countries in English, French, and Spanish.

## Value Proposition

Based on expressed need in health programs around the world for practical advice for solving common management problems, The Manager was created to provide health professionals at every level with practical knowledge and tools they need to manage their health care programs. Each 24-page issue provides key concepts and strategies that can be implemented at multiple levels in the health services delivery system in a format that is practical, accessible, and relevant to needs in the field.

These strategies and techniques are presented through "how-to" guidelines, working solutions examples from the field, and bulleted summaries of key concepts that can be immediately applied by the reader/user audience. Each issue also provides a training case scenario for group or individual staff development and training.

## Results

Reader feedback indicates that The Manager continues to serve a critical need and provide access to practical information to improve the management and delivery of health services.

Ministry of Health, Ghana, "The Manager on decentralization helped us to decentralize to the lower levels. Though this is a national policy, managers of districts and institutions had difficulty being part of the process and this issue helped us."

Child Survival Project Coordinator, Plan International: "The Manager fills a vacuum in the public health literature by explaining to managers what they need to know in order to enhance the coverage and quality of family planning services. Moreover, the concepts developed are not only useful for these specific services, but can be easily adapted to other maternal and child health activities."

Consultant, Togo (translated): "I have received editions of The Manager in English and it is with great interest that I have studied these issues. Now, with the appearance of the French editions of this publication, you have introduced a revolution in my understanding of the management topics. It is like going from black and white to color."

## Issues

Reader interest continues to grow. Each issue is currently funded by different USAID-funded projects and projects supported by private foundations, but funds are generally not available to support wider dissemination to readers/users who could benefit from the knowledge shared in this publication. While each issue is available on the Web, most readers do not have Internet access. Lack of funding to support foreign language editions on a regular basis significantly restricts access to the publication in Latin America and Francophone Africa. The challenge is to find a funding source to support the publication and dissemination of The Manager on a multi-year basis in English, French, and Spanish.

## Contacts

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## Category

PHN

*Organization*   Global Health

*Inventory ID*        94

# The Manager

*Links*

http://www.erc.org/manager

*KM Item Type*

Other Knowledge Sharing

*Organization*   *Global Health*

*Inventory ID*      *94*

# Conferencing on the Web (COW)

## Description

We utilized the Conferencing on the Web (COW) website to conduct a "virtual" board meeting in fall 2001. The software is available through the University of Michigan and at very low cost. This "electronic" meeting allowed people to log into a website and enter comments on applicants. Participants were able to see all the comments, and we hoped to replicate a process that was similar to what we were used to at our face-to-face meetings.

Instructions for using COW were sent to board members in advance with deadlines for posting their comments on the site.

## Value Proposition

Travel was restricted because of September 11, so we needed a way to communicate with our board members about the application review that was as similar as possible to meeting in person. Each board member was given a user name and password to access the system. (It's possible to adjust the settings in COW so that it's accessible only to those with the password.) In this way, our "meeting" was still confidential.

## Results

The result of using the COW, as opposed to having conference calls or reviewing applications via e-mail, was that all the board members could read comments on the applications from everyone, in addition to being able to add their own comments, and the meeting was confidential. This made the "virtual" meeting seem more like a real meeting, since there was an ongoing dialogue. However, this was successful only because the board members knew each other from previous meetings; some of the subtleties of their dialogue would have been missed had they never met in person. Also, the dialogue wasn't nearly as rich as it is in our in-person meetings; people did not go into as much detail in their review of applicants as they would have normally.

## Issues

While it is more productive to have "real life" advisory board meetings, using COW is a great way to accomplish the task of reviewing applications if travel isn't possible. It would not have been practical to put off the review until a later time, so we really needed a solution. Using COW is not something that we're doing on a regular basis, but now that we've used it, and other staff are aware of and are familiar with it, it can be a backup plan when meeting in person isn't feasible or it can also be a way to review applications where decisions need to be made immediately to fill a special position.

Still, it's always more productive to have a face-to-face meeting with our board members as some of the larger and very important issues about our program were not addressed during this "virtual" meeting.

## Contacts

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## Category

Information Communication Technology

## Links

## KM Item Type

Technology

*Organization*   Global Health

*Inventory ID*        95

# HIV/Technical Assistance database

## Description

The HIV/AIDS Technical Assistance (TA) database is a web-based tracking system supported by USAID's HIV/AIDS Division, and implemented and hosted by the Population, Health and Nutrition Information Project (PHNIP). This database maintains detailed information for HIV/AIDS technical assistance visits being provided by USAID's HIV/AIDS Division, Regional Bureaus, and their partners.

## Value Proposition

The goal of the database is to keep staff informed of the most up to date HIV/AIDS TA information.  Previously, TA information was kept on an Excel sheet and emailed occasionally to all staff involved in TAs; therefore not everyone had access to the most current data.  The database allows staff to log on to the website at any time to view the TAs being provided.

## Results

The monthly emails automatically generated by the application have been very useful.  The Technical staff can review the planned TAs in the database and make corrections to the data as needed.

The reporting module allows the TAs to easily search for specific assistance being provided.  Furthermore, it allows the TAs to analyze the number and types of TAs being conducted in specific countries and regions to allow them to make better decision on the types of TAs to provide to the country or region.

## Issues

Since the application is a web based application, it could be easily adapted for tracking other types of technical assistance for other offices.

## Contacts

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## Category

HIV AIDS

## Links

## KM Item Type

Knowledge Asset

*Organization*   Global Health

*Inventory ID*          96

# Child Health Research website

## Description

The Child Health Research (CHR) website includes a database of CHR related research activities that can be viewed by Region, Country, CA, and Area of Integration along with specific details of each research project. The site allows CA's involved in CHR activities to directly submit updates on-line so the information is kept current. The website and database was implemented and is hosted by the Population, Health and Nutrition Information Project (PHNIP).

## Value Proposition

Child Health Research activities were previously produced manually and published as static webpages and hardcopy. The process by which research activities were gathered was very cumbersome requiring CA's to track relevant information with internal procedures and databases and then submit regular status reports to Washington. Washington would then compile the status reports and publish the information to static website and hardcopy.

Since PHNI was involved with hosting and maintaining the site, we were looking for a way to improve the publishing process by dynamically generating web reports from a database. Neal Brandes from CHR was looking for a way to streamline the process for CA's to submit status reports on-line and eliminate redundant data entry when compiling information. Through collaboration and discussion, we realized that the entire process could be streamlined and much of it automated with a centralized database that allowed CA's to directly input information and publish to the website.

## Results

The results have been very positive. CA's like the system because it is simple for them to track and submit research information and status reports without needing to maintain separate databases and other types of duplicate record keeping. An on-line review process allows corrections and additions to be made before the data is published to production. More detailed information is being collected than before and new reports allow results to be reviewed and analyzed in more depth. The system has significantly reduced the amount of administrative resources required by CA's to generate regular reports required by USAID and at the same time allowed greater depth of information to be collected with easier access.

## Issues

Plans are being made to expand the use of CHR to the entire GH bureau to track all research activities from all CAs. This will allow GH staff to go to a central place to query for information on all types of research instead of CA specific research. This database will also allow (help) the bureau to standardize the types of information they need from CAs. This will make it easier for both CAs to report on their research activities and GH staff to view the data. A Cross-Cutting Research team has been set up to facilitate this process.

## Contacts

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## Category

PHN

## Links

http://www.childhealthresearch.org

## KM Item Type

Knowledge Asset

## Organization   *Global Health*

## Inventory ID   *97*

# Data Online for Population, Health and Nutrition

## *Description*

The PHNI Project has created and released an online statistical data resource called Data Online for Population, Health and Nutrition (DOLPHN).  This Web site is a data resource containing selected current and historical country-level demographic and health indicator data.  Also found on the Web site are Country Health Statistical Reports (CHSR) for all USAID presence countries (in addition to several other countries), which provide a very easy reference guide for country information.

DOLPHN is updated with new data as it becomes available and CHSR's show the most recent data available from our standard sources. Sources include Demographic Health Surveys (DHS), BUCEN, World Bank, CDC as well as other resources commonly used by USAID.

## *Value Proposition*

The DOLPHN system was designed to provide users with quick and easy access to frequently used statistics and can be helpful as both a reference and analytical tool.  Relevant data from a variety of sources has been pulled together into a single location.  The user can quickly and easily obtain a comprehensive statistical picture of various health scenarios and make timely comparisons among several countries.

## *Results*

DOLPHN was recently released to the USAID's Bureau for Global Health but remains in the initial phase of development.  The Web site is currently available to all interested users and can be found at www.phnip.com/dolphn.  The Country Health Statistical Reports that are available on the site have already been used by USAID staff as quick reference guides before trips to various countries around the world.  Efforts to expand the reach of this information to USAID field missions in underway.

## *Issues*

In addition to the current information available, graphing capabilities, aggregated information at the regional level, and increasingly complex information searches are being designed to allow USAID to obtain statistical data in many more forms.

The PHNI Project plans to also expand the number of indicators available in DOLPHN.  The major challenge of this is learning which indicator data would prove most useful for the Agency and finding the best source for that information.

## *Contacts*

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## *Category*

PHN

## *Links*

http://www.phnip.com/dolphn

## *KM Item Type*

Knowledge Asset

## *Organization*   *Global Health*

## *Inventory ID*        *98*

# PHN SOTA website

## Description

The PHN SOTA website is used to provide background information from upcoming SOTA conferences such as conference agendas and hotel information; allows attendees to register on-line, and provides access to white papers and presentations from previous SOTA conferences.  The site is maintained and hosted by the Population, Health and Nutrition Information Project (PHNIP).

## Value Proposition

Previously, SOTA conferences would either have a related temporary website or no website.  In providing support for these conferences, PHNIP realized that there was a duplication of efforts in producing conference materials that had been used before but not preserved.  Creating a permanent website allowed more advanced features such as on-line registration to be added and established an archive of materials from previous conferences that were easily accessible.

## Results

New SOTA conferences can be much more easily planned and supported with the website.  Conference attendees can be directed to the website to access relevant conference information, eliminating the constant flow of questions by email and phone.  Additionally, the conference archives allow easy access to materials from previous conferences that was not easily accessible before.

## Issues

PHNIP will continue to maintain and update the site for future SOTA conferences.  The site is designed to allow new conferences to be easily added to the site.

## Contacts

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## Category

PHN

## Links

http://www.phnsota.org

## KM Item Type

Other Knowledge Sharing

*Organization*    *Global Health*

*Inventory ID*        *99*

# Bed Needs Policy Support Model

## Description

The Bed Needs Policy Support Model is a software application created by the Partnerships for Health Reform (PHR) project (Abt Associates Inc. 1995-2001, predecessor to the current Partners for Health Reformplus project) that can project the number and type of hospital beds needed, and predict when and where there will be an excess or deficit of hospital beds at a national, regional, and district level. The projections are based on country data and user-defined parameters:

- Population Counts by Region, Age Group and Sex
- Population Growth by Region
- Inter- and Intra-Regional Travel Rates for Hospital Services
- Utilization Norms (Admission Rates, Average LOS) by Region, Age Group and Sex
- Utilization Norms for Maternity Beds (including Fertility Rates, Crude Birth Rates, Hospital Birthing Rates)
- Occupancy Norms for Major Bed Types (Pediatric, Adult, Maternity) and Specialty Beds
- Bed Supply, Bed Construction Rates, Bed Retirement Rates by Region

An accompanying report, Rationalization Plans for Hospital Beds in Egypt, also is available.

## Value Proposition

Many countries in which the PHR project worked have an over-supply of hospital beds. The hospitals consume an unsustainable portion of the countries' limited health resources, starving funding for primary health care and priority services. This tool was created to clearly and accurately estimate and communicate the mismatch of bed need and supply to support better policy and planning decisions. The model generates visual graphs that are easy for policymakers to absorb.

## Results

The model was developed in Egypt in 1999-2000 and was used in one governorate to rationalize standards and plans for inpatient beds. It was also used as a teaching tool, with the intent of training users to approach health policy problems and decisions in a data-driven, evidence-based manner.

## Issues

The PHR project concluded in March 2001. The model is available from PHRplus.

## Contacts

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## Category

PHN

## Links

http://www.PHRproject.com

## KM Item Type

Management Tool

**Organization**   *Global Health*

**Inventory ID**      *100*

# Partners for Health Reformplus

## Description

The web-based Partners for Health Reformplus bibliographic database was created to consolidate a large number of non-catalogued materials to make them easily accessible to staff, client, and other interested parties worldwide. A web-based bibliographic software was chosen and a keyword list to catalogue materials was developed in consultation with staff. Materials were sorted through, catalogued, entered in the database as per established guidelines, and the database was placed on the web.

## Value Proposition

It was recognized that a wealth of information had been collected by a number of staff, but it was not organized and accessible either to those collecting the information or to others who could benefit from access to the materials. Making the information easily available both in hard copy and electronically proved to be a tremendous asset to not only staff and the client, but to the broader community interested in health reform issues.

## Results

The database currently contains more than 5,000 bibliographic citations with close to 1,000 livelinks. Staff, client, and users worldwide can access the database via the Internet. The PHRplus Resource Center responds to a large number of research and reference requests and generates numerous bibliographies from citations contained in the database. The web-based database greatly facilitates the information broker role of the Resource Center by making a huge amount of information widely available in a quick and efficient manner.

## Issues

Once the project ends, the database cannot be maintained in its current status by the hosting institution. It is anticipated, and the project's technical advisory group has recommended, that the collection be transferred to an organization that can incorporate the collection and maintain the database. This will be more carefully explored when the project is phased out. With a certain level of funding, the initiative could easily be replicated or scaled up.

## Contacts

PHR-InfoCenter@abtassoc.co

## Category

PHN

## Links

http://www.dcdata.com/abt/abt.htm

## KM Item Type

Knowledge Asset

**Organization**   *Global Health*

**Inventory ID**      *101*

# E-journaling system, story newsletter, e-forum

## Description

We approaches knowledge management from the point of view of the individual, or cohort groups, with similar concerns. Our programs are designed to enhance USAID staff ability to share, recall, and integrate a deeper type of knowledge (tacit) than is usually addressed in the effort to manage knowledge. It is at this juncture that self-reflection and story enters into the knowledge-sharing framework.

We are implementing an e-journaling system, a newsletter that supports professional storytelling, and an e-forum that supports interaction across geographic distance in order to support the personal interaction that increase the knowledge flow.

## Value Proposition

We initiated this effort in order to support fellows who are regionally dispersed and to help them to access best practices and leadership support. The value proposition for us is that despite the high level technical skills that our fellows possess when they enter into their fellowship, the complexity of their work with the USAID context requires a significant transfer of knowledge. Some of this knowledge can be acquired through reading, either through books or web-based. But much of the significant support for results lies in the area of tacit understanding, e.g., increasing effectiveness through influence, understanding political networks, personality biases, making contacts with counterparts in other divisions and agencies, managing in a multi-cultural environment, etc.

## Results

Some of the benefits are that new people-to-people networks are created, deeper learning is achieved, and a new openness to view knowledge as the enabler of better results. Lessons learned are communicated to theirs in order to support better management and program results.

## Issues

We are improving the reflective questions that we are asking our fellows to look at as part of their e-journal efforts. We ask that they share new insights with their colleagues via this mechanism.
We are developing new Communities of Practice (COP's) that will emerge from an Open Space form of interaction that will take place during our annual leadership retreat. We will scale this effort up as it grows by offering facilitated support and new methods for sharing the tacit knowledge that develops over time. In addition, we are working on developing new approaches to uncovering tacit knowledge and sharing knowledge-rich stories.

## Contacts

Gail Rae                  grae@popldr.org              (202) 661-80:

## Category

PHN

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   Global Health

*Inventory ID*      102

# E-Library

## Description

E-Library is a new electronic service  launched in 2001. It enables users to obtain population and health publications, web pages, data, graphics, and other items as file attachments through e-mail. Users wishing to retrieve an E-Library document send an e-mail request to a designated address, which automatically sends the document to the requester.

## Value Proposition

This service is especially useful for audiences with little or no Web access, where Web access is frequently disrupted and lengthy downloads are difficult, and where Web access is expensive – all characteristics of many developing countries.

Population and health organizations located anywhere in the world can use E–Library. By uploading documents into the system, organizations can offer their audiences material by e–mail without having to invest in this technology. They can publicize e–mailable documents in their own brochures, reports, websites, and catalogs. For organizations without a website, uploading documents into E–Library has the additional benefit of giving them a Web presence.

## Results

Since the initiative was launched, the service has received hundreds of requests for PRB documents. We are currently evaluating how it has been used and by whom.

## Issues

We plan to make E-Library available for use by an informal network of organizations working in population, health, and nutrition, including CAs, regional institutions, and local partners. We have held discussions with organizations such as the Centre for African Family Studies, the Population Council, and the Commonwealth Regional Health Community Secretariat for East, Central, and Southern Africa to discuss their use of E-Library for dissemination and information sharing.

## Contacts

Dara Carr                 dcarr@prb.org

## Category

PHN

## Links

http://www.prb.org/elibrary

http://www.prb.org/biblioteca

http://www.prb.org/ebibli

## KM Item Type

Technology

*Organization*   *Global Health*

*Inventory ID*      *103*

# Database-driven Website - Prime II

## Description

Staff of the Communications and Information Technology units developed a database-driven Website to provide global public access to all the PRIME II project's various publications, including technical reports, brochures in our Technical Leadership Series, interactive, multimedia publications and tools, reports on regional activities, and stories about accomplishments in the field. Because the Website is dynamically built from content stored in a database, it can be updated quickly and frequently, and the site is structured to enable visitors multiple methods of access to all publications. All publications are grouped in a Publications Catalog but are also referenced directly on relevant site pages, so that visitors may find all related publications based on an interest in a particular region, country or technical leadership area. In addition, visitors are given many choices in file format; for example, some publications are available in both interactive HTML for on-screen viewing and downloadable PDF for printing, and some have been translated into multiple languages.

We built the Website using XML stylesheets on top of a SQL database, incorporating original content, art and photography produced by the Communications unit at Intrah. Web-based administrative tools enable multiple people in the organization to update the Website on an ongoing basis.

## Value Proposition

By providing a central, Web-based resource for all our publications, Intrah strives to share knowledge with the widest possible audience and make it easy for visitors to pinpoint exactly the knowledge they need. The Website enables Intrah to easily, quickly and inexpensively distribute a large amount of information to people around the world, particularly health care workers in the field who most need it.

## Results

The Website is available worldwide – to primary level health care workers in the field, to staff at Intrah and our partner organizations, and to anyone with an interest in the work we do. The Website has enabled Intrah to distribute knowledge more quickly and to a wider audience than ever before. It has improved the work of others by enabling them to quickly access just the information they need.

## Issues

We intend to continue to offer all publications on the Website as soon as they become available, and to distribute materials in a wider range of formats, including PowerPoint presentations, multimedia offerings (audio and video) and interactive HTML. We will use the Website as a way to disseminate new learning tools currently in the development stages, such as online courses and interactive DVDs. The Communications unit actively maintains the Website and will continue to expand its offerings as new material becomes available.

## Contacts

Margaret Rabb                mrabb@intrah.org

Shannon Turlington        sturlington@intrah.org

## Category

Information Communication Technology

## Links

http://www.prime2.org/

## KM Item Type

Knowledge Asset

## Organization    *Global Health*

## Inventory ID        *104*

# HIV/AIDS in Africa

## Description

TheSARA project is gathering promising practices from PVOs on their approaches to HIV/AIDS in Africa.  These practices are multisectoral in nature.  Through the PVO-USAID Steering Committee on Multisectoral Approaches to HIV/AIDS, SARA developed a format and has gathered approximately 18 promising practices and will be reviewing and editing them to get the most substantive information possible.  A PVO-USAID review committee will review these practices to ensure that they are promising and can be adapted and replicated by other organizations.  They will be published in a document at the end of 2002.  The document will be disseminated by PVOs to their field offices, as well as through meetings.  Electronic versions will be available on several web sites.

## Value Proposition

HIV/AIDS is among the greatest challenges to sustainable economic, social, and civil society development today; it is a global crisis that undermines all aspects and all sectors of entire societies. An effective response demands committed, urgent and sustained action by alliances of individuals, organizations and governments. Furthermore, an epidemic as complex and as destructive as HIV/AIDS requires innovative and multisectoral responses beyond standard public health measures. The implementation of multisectoral HIV/AIDS programs warrants total national commitment and reduction in stigma associated with the disease. Thus all agencies governmental, non-governmental and private organizations engaged in development efforts need to have necessary information and knowledge to respond to HIV/AIDS as a major development issue.

The PVO-USAID Steering Committee mentioned above wanted to highlight current activities that already seem promising and have the potential to be replicated.  PVOs have been meeting with USAID for almost 2 years to discuss multisectoral approaches to HIV/AIDS. This compendium seemed a good way to disseminate some of the ideas that have been tried and tested in the field so other organizations do not have to invent the wheel.  A particular emphasis has been on PVOs that are not engaged in the health sector so have less knowledge and background on addressing the impacts of the epidemic.

## Results

As mentioned, this project has started recently and to date AED has received about 15 promising practices.  The hope is that when disseminated, PVOs and NGOs in the field will adapt some of the practices described, or at least explore with the contributing PVOs how they might integrate such a practice into their work.

## Issues

See above #3.  In addition, AED has been in contact with AdvanceAfrica, another USAID project about including these promising practices in their compendium database to try to consolidate resources as people search the web for information.

## Contacts

Renuka Bery            rbery@aed.org

## Category

HIV AIDS

## Links

http://sara.aed.org

http://www.advanceafrica.org

http://www.synergyaids.com

## KM Item Type

Best Practices

## Organization   *Global Health*

## Inventory ID        *105*

http://www.usaid.gov

*Organization*   *Global Health*

*Inventory ID*      *105*

# Synergy AIDS Resource Center (SRC)

## Description

The Synergy AIDS Resource Center (SRC) contains more than 2,500 documents relevant to HIV/AIDS project management and research. The SRC collects a wide range of HIV/AIDS-related publications from USAID cooperating agencies, donors, and multilateral organizations such as UNAIDS, UNICEF, and WHO. The collection also includes publications addressing socio-cultural theories, issues, and experiences related to the HIV/AIDS epidemic. This online database is searchable by title, publisher, country, target group and technical area. More than two thirds of the documents are available online in PDF format.

## Value Proposition

The objectives of The Synergy Project are to promote and support the application of state-of-the-art HIV/AIDS knowledge and experience to improve the quality and effectiveness of USAID–supported programs worldwide. One way this is accomplished is through the establishment and maintenance of a resource center that houses documents and materials produced by USAID and HIV/AIDS-related programs. The web interface allows global access to lessons learned and best practices for HIV/AIDS program managers within USAID, USAID-assisted countries, and USAID partner agencies and organizations.

## Results

The resource center is an important repository and one-stop-shop for field level program managers to gain access to USAID partner technical documents. Statistics indicate that the Synergy website tracked and recorded 117,811 document downloads during FY 2002. The resource center fulfills hundreds of requests annually for hard copies of materials and has disseminated materials to all regions of the world.

## Issues

Synergy instituted an e-mail request system to enable users to receive long documents as e-mail attachments. Synergy also has a "mail-back" request system that allows users without access to the Internet to obtain information in hard copy by post. In FY03 Synergy will enhance the search features of the database and continue to expand the collection.

## Contacts

William Awumey        wawumey@s-3.com

## Category

HIV AIDS

## Links

http://www.synergyaids.com/resources.asp

## KM Item Type

Knowledge Asset

## Organization   Global Health
## Inventory ID      106

# Synergy APDIME Toolkit

## Description

The Synergy Project has developed the Synergy APDIME Toolkit, an electronic, user-oriented one-stop-shop of HIV/AIDS programming resources for program managers in developing countries.

The five modules of the APDIME Toolkit represent the programming cycle of Assessment, Planning, Design, Implementation Monitoring, and Evaluation. In collaboration with the University of Washington, The Synergy Project reviewed more than 2,500 documents and technical resources and organized them according to the programming framework. The resources explain what, why, and how to do the work at each stage of the cycle. The Toolkit allows the user to access practical tools, link to field-tested resources, seek feedback and assistance, and search a database of annotated materials.

## Value Proposition

The mission of The Synergy Project is to enhance the ability of USAID to have an impact on the HIV/AIDS pandemic by promoting state-of-the-art, context-appropriate and cost-effective approaches for preventing and treating HIV/AIDS.

The Synergy Project provides technical assistance and information to USAID Missions and Bureaus, SO4 partners and others, to better assess, plan, design, monitor, and evaluate HIV/AIDS programs and interventions. The Synergy Project also assists in the identification, synthesis, and dissemination of lessons learned. A key objective of Synergy is to promote, support, and disseminate state-of-the-art HIV/AIDS knowledge and experience. The APDIME Toolkit achieves these objectives by sharing HIV/AIDS information, knowledge, and tools in a user-oriented framework.

## Results

Audience research conducted by the University of Washington team in 2000 with USAID Implementing Agency partners and field managers indicated that program managers felt that electronic formats are preferable- both web-based and CD-ROM-based, for those who have weak or slow modem connections. To date, the Toolkit has been field-tested with more than 150 program mangers from more than 30 countries. Barcelona World AIDS conference in 2002, workshop organizers reported that Synergy APDIME Skills-Building workshop was the first of the 19 workshops to fill with participants. One user from Namibia said "This (Toolkit) is exactly what we need. Can you make this (Toolkit) available right away?" Another noted that "Its participatory nature is a strength—able to draw a lot of information, experiences, and insight from participants from different walks of life and experiences." A third reported that "A strength of APDIME is learning the framework step by step. This can be applied to other development projects, not only HIV/AIDS programs." The APDIME Toolkit allows developing country program managers to sort through the plethora of HIV/AIDS information quickly and apply the needed knowledge and skills in key programming areas.

## Issues

The Synergy APDIME Toolkit will be released in December of 2002. Synergy will seek input from the 53 USAID-funded Implementing Agencies and partners on field program manager needs and new tools, resources and materials being developed. The Synergy Project will continue to enhance the functionality of the Toolkit based on user feedback.

## Contacts

Jill Leonard                    jill@tvtassociates.com

## Category

HIV AIDS

## Links

http://www.synergyaids.com

## KM Item Type

Best Practices

## Organization   *Global Health*

## Inventory ID      *107*

# CD-Roms

## Description

"BASICS II Project CD-Rom" is a CD-Rom which includes all BASICS II produced and co-produced publications and any available materials from BASICS I. The original version of this CD was released in May 2002 for the Global Health Conference. The updated version of this CD has been made available for the APHA Conference (November 2002) and includes new publications and reports and other materials not previously available. Ninety-eight full-text publications are available on the newest CD and most of these publications are available in .pdf format.

"Public-Private Partnerships for Public Health" is a mini-CD which hosts a compendium of resources used in the promotion of handwashing in Central America. This mini-CD was released in January 2002 and was offered as a companion piece to the publication "The Story of a Successful Public-Private Partnership in Central America: Handwashing for Diarrheal Disease Prevention."

The Project and the SET Unit are looking at other CD opportunities and in the process, have acquired their own CD duplicator and CD label maker.

## Value Proposition

Simply put, CDs are cheap to produce, reproduce, and ship. We have discovered that they are very well received at conferences, workshops, etc. The Project and the SET Unit are looking at other CD opportunities and in the process, have acquired our own CD duplicator and CD label maker. The SET Unit is reviewing the options of an end-of-project package that would contain, amongst other items, a series of country–specific CDs.

## Results

CDs are cheap to produce, reproduce, and ship. We have discovered that they are very well received at conferences, workshops, etc. At the recent APHA Conference in Philadelphia (November 2002), our initial supply of 350 CDs were quickly exhausted; many of the attendees expressed their gratitude that CDs were easy to carry and the CDs were greatly appreciated as opposed to heavier and bulkier flyers, folders, etc. The Project and the SET Unit are looking at other CD opportunities and in the process, have acquired our own CD duplicator and CD label maker. The SET Unit is reviewing the options of an end-of-project package that would contain, amongst other items, a series of country–specific CDs.

## Issues

Given the recent success of debut of the second version of our CD at the APHA Conference, the SET Unit will be expanding upon the different opportunities available to exploit this technology. The SET Unit is reviewing the options of an end-of-project package that would contain, amongst other items, a series of country–specific CDs. SET is also reviewing the options of developing 'tools-specific' CDs. Given the fact that the SET Unit has have acquired its own CD duplicator and CD label maker, any constraints or challenges to future CD versions is limited solely to our own lack of vision. And in reference to the issues of sustainability, maintenance, replication, and/or scaling-up, having the software and hardware components available in-house and having several people trained on these components means that these issues can be dealt with quickly and efficiently.

## Contacts

Jeff Pelletier          jpelletier@basics.org

## Category

PHN

## Links

## KM Item Type

Distance Learning

## Organization   *Global Health*

## Inventory ID      *108*

# Bits & Bytes

## Description

BASICS II Monthly Highlights, more commonly known as "Bits & Bytes," is the information sharing effort of the BASICS II Project. Bits & Bytes is a monthly newsletter highlighting achievements from our 16 country programs, head quarters, and the SET Unit and it also highlights our accomplishments in terms of global technical leadership. The newsletter is packaged into adobe portable document format (.pdf) format and sent out via email (GroupWise) to 441 targeted recipients. The email also includes information regarding pdf's and instructions on how to download this freeware.

The inaugural issue of ChildLine was sent to an initial list of 25 individuals (March 2001), and as mentioned above, our audience has now grown to 441 individuals. This target audience includes key members from our partner organizations, G/PHN USAID contacts, WHO officers, the CORE Group and related NGOs/PVOs, and other child survival related individuals and organizations.

## Value Proposition

Bits & Bytes is an internal information sharing effort for the BASICS II Project. Bits & Bytes is a monthly newsletter highlighting achievements from our 16 country programs, head quarters, and the SET Unit and it also highlights our accomplishments in terms of global technical leadership. The newsletter is packaged into .pdf format and sent out via email (GroupWise) to 441 targeted recipients. This target audience includes key members from our partner organizations, G/PHN USAID contacts, WHO officers, the CORE Group and related NGOs/PVOs, and other key child survival related individuals and organizations. Aside from what was mentioned above, information contained within the issues of Bits & Bytes is also used (1) for the Project's Annual Self-Assessment and (2) by several of our partner organizations for their own information newsletters.

## Results

BASICS II uses Bits & Bytes as a vehicle for 'partner and others' inter-communication. This target audience includes key members from our partner organizations, G/PHN USAID contacts, WHO officers, the CORE Group and related NGOs/PVOs, and other key child survival related individuals and organizations. Aside from what was mentioned above, information contained within the issues of Bits & Bytes is also used (1) for the Project's Annual Self-Assessment and (2) by several of our partner organizations for their own information newsletters.

## Issues

The only limiting implication for this knowledge sharing activity is internal; a lack of response by our country field offices will reduce the potential for the SET Unit to highlight achievements from our 16 country programs, head quarters, and the SET Unit and to highlight accomplishments in terms of global technical leadership. The activity must be championed by its contributors in order to be effective and sustainable. The SET Unit is in the process of expanding; at this point in time, Bits & Bytes is maintained by Jeff Pelletier, the SET Unit's Dissemination/Information/Communications/Website coordinator and it is hoped that with the addition of a new SET writer/editor and a new SET program assistant that any issues related to the sustainability of this service will no longer be an issue.

## Contacts

Jeff Pelletier                    jpelletier@basics.org

## Category

PHN

## Links

## KM Item Type

Other Knowledge Sharing

## Organization    Global Health

## Inventory ID      109

# ChildLine

## Description

The BASICS II electronic newsletter, ChildLine, was inaugurated March 2001 as a service to a broad range of program implementers, policy makers, donors, CAs, and others. This automated listserv focuses on "What's New in the Child Survival Literature" (based on keyword searches of both the professional and "grey'" literature). It provides hyperlinks to actual full-text documents or abstracts of copyrighted materials and is published once a month.

The inaugural issue of ChildLine was sent to an initial list of 1,300 (March 2001). In the first three days after launch, enthusiastic responses were received from numerous organizations including the World Bank, WHO, USAID mission directors, and several CAs. As of November 2002, this list of subscribers has grown to 1,729 members from 95 countries.

The ChildLine database is maintained by an off-site company, Microsoft bCentral, that allows automated subscriptions to occur via a link from the ChildLine webpage (http://www.basics.org/new/literature.html). Microsoft bCentral also provides weekly updates regarding new subscriptions and can provide key data about the ChildLine audience (subscriber information such as country and/or region, organization type, etc.). Microsoft provides this service for 149.00USD a year.

## Value Proposition

ChildLine fills a unique niche and builds upon BASICS' tradition of supplying the child survival community with state-of-the-art technical information. Surveys by other health-related projects (such as HealthLink) have discovered that timely literature updates are among the most highly valued electronic emails and are strongly associated with project "name recognition." ChildLine is available to any interested individual or party with email access. Subscriptions can be handled via the automated subscription link from the ChildLine webpage (http://www.basics.org/new/literature.html) or subscription inquiries can be directed to basics@lb.bcentral.com which then forwards the request to InfoCtr@BASICS.org. ChildLine currently has 1,729 members from 95 countries and the members' professional affiliations range from our partner organizations, USAID and USAID-funded projects, international organizations, NGOs/PVOs, educational institutes, MOH's, etc.

## Results

The inaugural issue of ChildLine was sent to an initial list of 1,300 (March 2001). In the first three days after launch, enthusiastic responses were received from numerous organizations including the World Bank, WHO, USAID mission directors, and several CAs. As of November 2002, this list of subscribers has grown to 1,729 members from 95 countries and the members' professional affiliations range from our partner organizations, USAID and USAID-funded projects, international organizations, NGOs/PVOs, educational institutes, MOH's, etc.

During the period March 2001 to October 2002, the ChildLine audience received links to 334 full-text online documents (usually pdf format) and links to 254 PubMed abstracts. This has to count as a major benefit since the purpose of this service was to provide timely literature updates to our audience members.

## Issues

Many of the articles contained within the body of ChildLine are supplied by the SET librarian. Our librarian subscribes to a web-based service which supplies the SET Unit with a bi-monthly list of documents based on keyword searches of both the professional and "grey'" literature. Unfortunately, at this point in time, I am not sure what the SET Unit pays for this service but any service for which we must pay funds must be labeled as a possible constraint; especially in terms of decreased budgets. If this keyword service were to be discontinued, then the option of continuing the ChildLine activity would definitely have to be reviewed.

## Contacts                                    Category

Jeff Pelletier                jpelletier@basics.org                PHN

*Organization*   *Global Health*

*Inventory ID*      *110*

# ChildLine

| *Links* | *KM Item Type* |
|---|---|
| | Other Knowledge Sharing |

*Organization*   *Global Health*

*Inventory ID*      *110*

# Just the BASICS

## Description

The project's second listserv, Just the BASICS, is an e-newsletter which highlights BASICS II activities and provides short highlights about "What's New in the Field." These short descriptions of project developments will be hyperlinked to longer explanations and other related materials located on the BASICS II website. The first issue was launched June 2001 and three other issues have since followed. The Strategic Experience Transfer (SET) Unit is in the process of re-evaluating Just the BASICS and we now foresee a change in style and direction for this e-newsletter.

The Just the BASICS database is maintained by an off-site company, Microsoft bCentral, that allows automated subscriptions to occur via a link from our Just the BASICS webpage (http://www.basics.org/new/index.html). Microsoft bCentral also provides weekly updates regarding new subscriptions and can provides key data about the Just the BASICS audience (subscriber information such as country and/or region, organization type, etc.). Microsoft provides this service for 149.00USD a year.

## Value Proposition

Just the BASICS is designed to provide brief 'newsy' reports and updates regarding BASICS II activities and 'What's New in the Field.' This is another opportunity to advocate for child survival and in the process, garner some project name recognition. Its audience members are the same as those outlined above (ChildLine); Just the BASICS currently has 1729 members from 95 countries and the members' professional affiliations range from our partner organizations, USAID and USAID-funded projects, international organizations, NGOs/PVOs, educational institutes, MOH's, etc.

## Results

In order to improve the nature of this knowledge sharing activity, the SET Unit is in the process of re-establishing and re-evaluating Just the BASICS and we now foresee a change in style and direction for this e-newsletter. The revised version of Just the BASICS will debut in the new year and the SET Unit will evaluate at some later date the impacts and benefits that arose from this knowledge sharing activity.

## Issues

In order to improve the nature of this knowledge sharing activity, the SET Unit is in the process of re-establishing and re-evaluating Just the BASICS and we now foresee a change in style and direction for this e-newsletter. The revised version of Just the BASICS will debut in the new year and the SET Unit will evaluate at some later date the impacts and benefits that arose from this knowledge sharing activity.

## Contacts

Jeff Pelletier          jpelletier@basics.org

## Category

PHN

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Global Health*

*Inventory ID*      *111*

# Strategic Experience Transfer (SET) Series

## Description

A brand new component of the Project's knowledge sharing activity is the Strategic Experience Transfer (SET) Series. This Series will feature monthly events presented by SET for the duration of the Project. The inaugural event occurred October 2002. These events are hosted onsite at BASICS/HQ (1600 Wilson Blvd., Suite 300, Arlington, VA). Email (GroupWise) announcements are sent to partner organizations, USAID contacts, and other child survival related individuals / organizations. Some examples of recent activities are as follows:

October 9, 12:30 p.m. Africa I & II
PD/Hearth: Finding Community-based Solutions to Malnutrition
The SET Unit will show the newly released PD/Hearth video co-produced by BASICS II and Save the Children.

October 16, 12:30 p.m. Africa I & II
The Missing Piece: Essential Nutrition Actions to Improve Maternal and Child Health
This video focuses on the community-based nutrition interventions in Madagascar. The original French version was co-produced by BASICS and several partners; this English version was produced by BASICS II.

Thursday, November 7, 2002, 12:30 p.m., Africa I & II
Pre-APHA Presentation by Karen Van Roekel
Karen will give a preview of her APHA presentation, entitled: Assessing the effectiveness of an integrated, community-based child health and nutrition program: Evaluation of the Atención Integral a la Niñez (AIN) Program in Honduras.

## Value Proposition

The Strategic Experience Transfer (SET) Series is a knowledge sharing activity featuring monthly events presented by SET and hosted onsite at BASICS/HQ (1600 Wilson Blvd., Suite 300, Arlington, VA). Email announcements are sent out to our partner organizations, USAID contacts, and other child survival related individuals. These activities permit BASICS' technical officers and the SET Unit to showcase their achievements. These activities will include the showing of BASICS-produced videos and presentations by BASICS technical officers. This activity allows all of BASICS/HQ staff and the invited guests to become acquainted with BASICS II achievements. This activity is an excellent training ground for future conferences and other events.

## Results

The Strategic Experience Transfer (SET) Series is a knowledge sharing activity featuring monthly events presented by SET and hosted onsite at BASICS/HQ (1600 Wilson Blvd., Suite 300, Arlington, VA). Email announcements are sent out to our partner organizations, USAID contacts, and other child survival related individuals. These activities permit BASICS' technical officers and the SET Unit to showcase their achievements. These activities will include the showing of BASICS-produced videos and presentations by BASICS technical officers. This activity allows all of BASICS/HQ staff and the invited guests to become acquainted with BASICS II achievements. This activity is an excellent training ground for future conferences and other events.

## Issues

The BASICS II Project will be ending June 14, 2004. Leading up to this closing date, the Project envisions and has planned for a series of conferences, workshops, and other events designed to promote the BASICS II Project and its contribution to child survival in terms of global technical leadership. As such, the Strategic Experience Transfer (SET) Series is an excellent training ground for such events.

## Contacts

Jeff Pelletier          jpelletier@basics.org

## Category

PHN

*Organization*   *Global Health*

*Inventory ID*     *112*

*Links*

*KM Item Type*

Other Knowledge Sharing

*Organization*   *Global Health*

*Inventory ID*     *112*

# E-learning Task Force

## Description

The Technical and Executive Secretariat of the International Forum for Cooperation on Local Government in Latin America and the Caribbean (the Forum), completed a study in June 2002 on e-learning entitled "E-Learning: An Option for Local Government Training in Latin America and the Caribbean." The purpose of the document is to provide an overview of the current state of the e-learning industry, a summary about adult learning and performance, and illustrative examples of applications in the United States and Latin America and the Caribbean (LAC). The document also contains recommendations and guidelines for donor and technical cooperation agencies that are currently engaged in e-learning in LAC or that are planning to design and implement e-learning activities in the region.

The document was meant to be a starting point for discussion among key representatives of international cooperation agencies, universities and the private sector who are involved in designing, developing, implementing and funding e-learning initiatives in the Latin American/Caribbean Region. A Task Force has been set up which includes representatives of international organizations (USAID, World Bank, Inter-American Development Bank), regional and municipal associations (IULA - International Union of Local Authorities and AMMAC - the Association of Mexican Municipalities) and universities (Penn State, UNAM – Universidad Nacional Autonoma de Mexico, ITESM - Instituto Tecnológico y de Estudios Superiores de Monterrey). The goals of the Task Force are as follows:

- Create a policy document which guides resource allocation decisions made by multilateral and bilateral organizations in programs in support of e-learning
- Propose lines of action to implement the policies in Latin America and the Caribbean.

For the first few weeks, the Task Force will be communicating via the "virtual communities feature" of Microsoft Network. If this proves to be difficult,we will create a list serve for the Task Force to facilitate communications and involvement by its members in the discussion. In addition, we will be hosting several audio and videoconferences to enable the Task Force to discuss key issues more freely and to renew personal contact among its members.

Responsibilities of the Task Force members include:

- Provide examples/case studies of successful e-learning initiatives in the Region (state-of-the art in e-learning for local governance and community development)
- Compile practical recommendations from individuals and institutions involved in all aspects of e-learning – from infrastructure provision to design to content – and ensure that these recommendations are brought to the attention of key decision-makers within their institutions
- Provide recommendations for the creation of a viable operational model for municipal associations committed to promoting E-learning

## Value Proposition

Under its Cooperative Agreement with the LAC/RSD Bureau,we conducted a Training Diagnostic in Bolivia in 1999 in six major areas of local development: Institutional Development, Local Economic Development, Citizen Participation, Land Use Organization and Planning, Environment and Natural Resources, and Inter-Municipal Consortia. The Diagnostic provides findings relevant to the existing provision of training in Bolivia, factors for assessing the potential for improvement and perceived threats to the continued development of training capabilities and opportunities.

The Bolivian diagnostic provides evidence that some of the greater obstacles to effective training often stem from the lack of a clear understanding of the actual training priorities at the local level, redundant and irrelevant efforts, and more importantly perhaps, the absence of due consultation and participation of key actors and sources in the definition of programs and contents. What the Diagnostic clearly showed was that, despite the many and diverse approaches and methodologies applied, there is still an absence of documented and tested models that could become sustainable channels for new and effective training delivery mechanisms and enhanced information and communication technologies.

The Diagnostic was initially supposed to be the first of several training assessments that would lead to the design of a Regional Training Strategy for Latin America. It became apparent that this kind of diagnostic would be too costly to conduct and would not yield the kind of results needed to develop the training strategy. Furthermore, the original scope of work did not anticipate the impact that technology would have on the Region and the speed with which different countries in the Region would try to adopt and promote the use of technology. This phenomenon caused us to review our

***Organization*** *Latin America and the Caribbean*

***Inventory ID*** *30*

strategy with regards to the training component of the Agreement and to explore the impact and the potential that the rapid proliferation of the Internet presents for the future of local government training in Latin America. We are convinced that e-learning is the key to helping to bridge the gap between the massive need for training of elected and appointed local government officials and the current supply of training provided by international and national agencies, educational institutions, NGOs, and others. We felt that it was important to encourage the donor community to consider e-learning in a more systematic and thorough way and become advocates for it in their respective organizations.

One of the ways that this could be accomplished was through the Technical and Executive Secretariat of the Forum – by providing information about E-Learning (see reference above to document entitled E-Learning: An Option for Local Government Training in Latin America and the Caribbean) and by engaging key individuals from the agencies that are implementing and funding e-learning initiatives in the Region in a dialogue resulting in concrete policy proposals to achieve greater impact of these initiatives.

## Results

The first audio conference of selected Task Force members was held at the end of October 2002 so it is still too early to report on results of the effort.

## Issues

Once the Task Force has come up with the policy recommendations, the Forum will support the members in disseminating and validating the recommendations within individual institutions that are members of the Forum. If they are implemented, it is hoped that there will be a more coherent policy towards the promotion of E-learning in Latin America and the Caribbean – one that takes into account the importance of providing practical content based on needs; the need to support better, less costly telecommunications infrastructure; and the benefits of designing indicators for specific programs that enable effective impact evaluations.

## Contacts

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## Category

Information Communication Technology

## Links

## KM Item Type

Distance Learning

*Organization*   *Latin America and the Caribbean*

*Inventory ID*        *30*

# Intl Forum for Cooperation Local Govt LAC Website

## Description

The Web site was developed  under a Cooperative Agreement with the Bureau for Latin America and the Caribbean/Office of Regional and Sustainable Development. The site was created as one of many tools that LAC's partner, as  the Technical and Executive Secretariat of the International Forum for Cooperation on Local Government in Latin America and the Caribbean (the Forum) could use to fulfill the goal of the Forum -- improving the effectiveness of technical assistance that supports national decentralization and local government development initiatives in the Latin American and Caribbean Region through the promotion of dialogue and information sharing among donors and technical cooperation agencies.

The information on the Web site is organized around the following 8 areas:
- Decentralization
- Local Economic Development/Poverty Alleviation
- Financial Management
- E-Government
- Disaster Mitigation
- Performance Measurement
- Training
- Governance

The site was developed mostly for staff in donor organizations and technical cooperation agencies. It contains news about current initiatives undertaken by international cooperation agencies in the Region, events sponsored by these agencies, a library with over 300 documents, a contact board with contact information on key staff working in the selected areas of the site within each of the member organizations, and a Programs Section. The Programs Section was added a year ago in response to requests by Forum members to be able to access information about technical assistance programs in Latin America in the areas covered by the Web site, searchable by country, topic area and donor organization.

## Value Proposition

The Web site, and in particular, the Programs Section, was created in order to enhance the sharing of information among key international cooperation agencies, including multilateral and bilateral donors (USAID, IDB, World Bank, GTZ, the Spanish Cooperation Agency, etc.) as part of a larger USAID-funded effort  -- the International Forum for Cooperation on Local Government in Latin America and the Caribbean (the Forum). The Forum is an initiative begun in 1999 at the request of the LAC Assistant Administrator and the President of the Inter-American Development Bank.

## Results

The Forum Web site receives between 900 and 1400 hits per month.  The majority of the users are from the United States (81%); the remaining 19% are from Latin America (mostly Mexico and Argentina). This is consistent with the audience that the developers of the site had in mind (US-based).

Feedback on the site has been very positive. Users see it has a good source of information on what is currently happening in international assistance to local governments. It is one of many tools that is being used  to promote information sharing among members of the Forum.  Other tools include list-serves, which have been used to conduct discussions on issues related to Forum member priorities, such as municipal finance, and an electronic newsletter that is published bi-monthly and which provides information to members on activities and events, publications and networking opportunities.

## Issues

The Cooperative Agreement  which funds the Forum initiative will end in September 2003.  As part of its efforts to ensure the sustainability of the Forum, including the Web site, LAC's partner will search for an institution that will be willing to take on the management of the Forum beyond USAID funding.Several institutions have  already been  identified with whom discussions will be held over the next few months to gauge their interest in managing the Forum.

**Organization**   *Latin America and the Caribbean*

**Inventory ID**        *31*

# Intl Forum for Cooperation Local Govt LAC Website

# LAC Environment Webpages

## Description

There was a perceived need by environment officers in LAC for readily-available technical tools for them to perform their jobs. In response, the Environment Team in LAC/RSD decided to fund environment webpages. We worked with the contractor that has the Agency IQC for internet data services to design and conduct a needs survey, then designed and populated the pages accordingly. The pages receive a steady volume of traffic – over 175 different individuals per month (this does not count people who visit more than once).

## Value Proposition

We saw and designed it as a customer service/technical tool for environment officers. With that in mind, and because the overall LAC Bureau website was woefully outdated, we included basic items such as the telephone directory, strategic plans, and links to national and international newspapers besides the basic environmental tools (such as Agency environment regulations).

## Results

The pages receive a steady volume of traffic – about 175 different individuals per month (this does not count people who visit more than once). We're frequently told that this is one of the best – if not the best – internal USAID webpage. Specifically, customers are happy to obtain accurate information quickly in an electronic format without having to track someone down to get it. For example, it was a very efficient way of conveying information to approximately 80 participants at a conference overseas (e.g., the agenda, registration, participant list).

## Issues

One person on the team compiles, and sends to the contractor, one e-mail per week that contains a list of items to be updated, new items to post etc. This makes it an efficient way to control time and cost. For fun, we run a Photo of the Month contest. People from without the Bureau submit photos for the contest, and one is selected each month and featured on the home page. This gets people more personally involved in the page – e.g., some people say that they always log in at the beginning of the month to find out who won, and to see and read about the photo. The winner gets a free ice cream cone (paid for by me). The other four RSD teams have liked the results and are at various stages of developing their own internal webpages. In so doing, they are replicating the same overall look to give these pages a RSD-like appearance and to take advantage of the "economy of scale" offered by having many innovative features of the LAC Environment pages already developed. These include an interactive electronic calendar, a search function, as well as useful links already identified, e.g., for daily national newspapers throughout the LAC Region.

Items that could be made public (e.g., descriptions of Mission environment programs) are being identified to be placed on an external Agency LAC Environment webpage, which is currently in the design stage. The success of this page helped to spur the LAC Bureau as a whole to re-design and update the LAC Website, and the lead office for this effort called upon our team to lend its expertise to the task.

## Contacts

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## Category

Environment

## Links

## KM Item Type

Other Knowledge Sharing

**Organization**  *Latin America and the Caribbean*

**Inventory ID**          *32*

# LAC Trade Matters newsletter

## Description

LAC/RSD/BBEG shares information on trade capacity building and other trade related issues and events through the "LAC Trade Matters" newsletter.  Kerry Byrnes, with input from Missions and other BBEG staff, edits the newsletter and transmits it once a month by email to Missions and other interested parties inside and outside of USAID.

## Value Proposition

As Missions incorporate trade into their strategies, they need timely information on the key issues and events in trade negotiations, donor coordination, etc.  The trade capacity building activities respond to Administration-wide trade policy priorities and capacity-building questions, so it is important for Missions to be informed about the wider context of trade capacity building developments.

## Results

The initiative raised awareness about trade and trade capacity building, helped Missions to understand key issues as they incorporate trade into their strategies, and helped to communicate feedback from the U.S. government interagency trade capacity building working group and other trade events to USAID staff in the field.  The arrival of the newsletter every month keeps trade at the forefront.

## Issues

Every month, the LAC Trade Matters editor solicits input, puts together the newsletter, and transmits it to the distribution list.

Current plans remain the same: monthly publication via email.  The publication is not currently available on the USAID intranet.

## Contacts

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## Category

Trade

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Latin America and the Caribbean*

*Inventory ID*          *33*

# LAC Selected Economic and Social Data

## Description

The 2001/2002 Latin America and the Caribbean Selected Economic and Social Data.  It contains graphs, charts, and statistics describing the current macroeconomic, trade, investment, social, democratic, and environmental status of the countries in the region. The databook was compiled using data from Development Information Services' Economic & Social Database and data submitted by Mission economist.

## Value Proposition

The purpose of the LAC Databook is to gather and disseminate the most up-to-date information possible from official country sources, rather than reproducing what is available from published International Financial Institution (IFI) sources.

## Results

The 2001/2002 edition is currently in production, but economist both in the Bureau and in the field eagerly anticipates its completion.  This report is the tenth in a series published annually by the LAC Bureau since 1991.  The publication has served as a reliable source of region specific data not only for USAID, but for the general public as well.

## Issues

Plans are currently underway to update the online database, which corresponds to the information contained in the LAC Databook.  The page contains links for various socio-economic sector specific data. From the sector pages, you may query the database to produce cross-national, time-series data sets in HTML, Excel spreadsheets, or Word tables. From this webpage the user will also be able to obtain information on ordering the LAC Databook as well as download the book in pdf format.

## Contacts

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## Category

Cross Sectoral

## Links

http://qesdb.cdie.org/lac/index.html

## KM Item Type

Knowledge Asset

*Organization*   *Latin America and the Caribbean*

*Inventory ID*        *42*

# Hurricane Reconstruction website

## Description

Sharing lessons learned and results from Hurricane Mitch and Hurricane Georges reconstruction programs in Central America and the Caribbean. Final reports from implementing USAID missions and other USG agencies, as well as the GAO's report have been posted on USAID website (http://hurricane.info.usaid.gov/).  A comprehensive report including program results, problems, audits, and lessons for what to avoid in the future is being finished now and will be posted upon completion.

## Value Proposition

To maintain a historical record of the hurricane reconstruction program and share information within the agency, the government, the development community, and other interested organizations.

## Results

The agency now has a repository of information about reconstruction, which people within and outside of the agency call on to inform decision-making about other programs. Desired result is that USAID will be able to respond more efficiently to disasters in the future.

## Issues

LAC's reconstruction coordinator has been coordinating efforts to develop and maintain the website since the beginning of the hurricane reconstruction program.

A seminar with key implementing partners and agencies is being planned. These organizations now form a network to call on for expertise in particular areas.

## Contacts

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## Category

Disaster Assistance

## Links

http://hurricane.info.usaid.gov/

## KM Item Type

Lessons Learned

*Organization*   *Latin America and the Caribbean*

*Inventory ID*        *57*

# EXONet Newsletter and EXO Toolbox

## Description

EXONet Newsletter.  The users are EXOs, their staffs and other USAID personnel interested in/involved in administrative management.

The EXONet Newsletter is an electronic newsletter.  It is distributed monthly and contains articles, information and releases (e.g. AID/State policies) of particular interest to EXOs and overseas USAID mission. The EXONet covers, for example, Human Resources, Personal Property Management, ICASS, travel and transportation, security, facilities/real property, and other  administrative management issues.

The EXO Toolbox is another medium for knowledge management that is maintained by M/OMS.  It is a website that servers as a repository for essential policy guidance and links.

## Value Proposition

The EXONet seeks to disseminate a wide range of administrative information from many sources (both within the Agency and from other sources) into one neat, monthly package, thus making it more readily available to managers in the field.  It also provides EXOs with a medium for electronic discussions (not real time) of issues of concern (through our monthly Forum column).

## Results

The EXONet has been successful in getting information out to EXOs and other managers.  It has also been successful in stimulating discussion among EXOs on administrative issues of import to USAID.

## Issues

The EXONet newsletter is something M/OMS definitely plans to continue using.  We are in the process of making web-enabled.

The EXO Toolbox is being redesigned and updated to make the information available more up-to-date and more useful to EXOs.  One feature being added is an online welcome kit that will provide useful information resources to all USAID (not just EXOs) traveling to AID/W on TDY or on assignment.

## Contacts

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## Category

Management / Administration

## Links

http://inside.usaid.gov/M/AS/OMS/

## KM Item Type

Community of Practice

*Organization*   *Management*

*Inventory ID*        *48*

# Information system security distance learning

## Description

M/IRM developed an information system security (ISS) information and distance learning website where all USAID users can learn about USAIDs ISS activities and log in and take a variety of ISS training courses.  Most of the training available on the site was developed by other government agencies and made available at no cost to USAID.  M/IRM developed the webpages to promote and administer the courses.  Some of the training activities and a simple training management and accounting system were developed by M/IRM specifically for USAID.  An easy feedback tool allows users to evaluate our program and make suggestions for enhancements.

## Value Proposition

The Office of Management and Budget (OMB) Circular A-130 and the Government Information Security Reform Act (GISRA) require that all Federal computer system users complete computer security awareness training prior to receiving system access and annually thereafter. They also require role-based training for managers and IT specialists with specific information system security (ISS) responsibilities.  USAID's worldwide operations made this an especially great challenge. Recent audits expressed concern that USAID may not be reaching every information system user with the required training.  In addition to meeting the federal requirements, USAID's worldwide development mission could be jeopardized if uninformed system users exposed information and systems to unauthorized access or abuse.

## Results

The ISS information and distance learning site is a cost-effective way to reach thousands of worldwide system users on their own time schedules, and encourages them to complete required, and career enhancing role-based training.   The website has enabled USAID to overcome federal concerns about Agency ISS awareness and training and satisfies current requirements to make training available and to track course completion.  System users no longer have to travel to a classroom to take their annual awareness or other ISS training. They can do so online at their leisure and as their schedules permit, saving time and travel and in some cases per diem, and reducing the impact of training on business operations.  The user can also investigate other ISS subjects of interest for career development.

## Issues

ISS learning activities will be updated as requires and new activities will be added to accommodate changes in the very dynamic technologies of ISS and the escalating threats to all Federal information systems.  Resource availability, funding and personnel, are the major challenges.  Creative efforts are being made to share the development and deployment of ISS knowledge, skill, and best practice materials with other agencies for maximum benefit at minimum cost to all.

## Contacts

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## Category

Information Communication Technology

## Links

http://computersecuritytraining.usaid.gov

## KM Item Type

Distance Learning

*Organization*   *Management*

*Inventory ID*        *49*

# Chief Accountants Net (CAN)

## Description

The "Chief Accountants Net" (CAN) is a dual e-mail/web-side based tool for communication among Chief Accountants (CAs) and other FM members, agency wide.

It provides immediate and on-line communication through an e-mail list titled "Chief Accountants" which could be used by any agency member to place a question, provide to or exchange information with the FM community.  Any e-mail sent to this list will be recognized immediately by all Chief Accountants (CAs), and will be responded to, if required, by one or several CAs, and in many cases opens a dialogue to agree on best practice/solution for the issue.

The information communicated through the month are gathered and placed on a web-site, and the update is announced on a monthly basis.  The web-site (available for the whole agency), represents an organized summary for topics discussed, and serves as a mean of institutional memory for the agency.  The previous months' issues are also organized on the web by category of financial area, for easy access and search.  The monthly issue is also disseminated to FM key Agency officials in USAID/W to inform them of topics discussed and recommendations made.

The need for the CAN was recognized when Chief Accountants gathered in a Chief Accountants Conference in Tel-Aviv, which resulted in an hoc e-mail communication/exchange of information among them.  The CAN was initiated when they gathered another time during a Controllers Conference in Washington in December  2000. Again, when they gathered in a Chief Accountants Conference in Cairo in Feb 02, many improvements were effected to the CAN.  The tremendous valuable information exchanged during these gatherings made the CAs recognize the importance of exchanged information among them. Accordingly, they all welcomed the idea of establishing the CAN to help this exchange on a continuing/organized basis.  The CAN is enabled and continuously supported by David Ostermeyer (head of M.FM in USAID Washington), coordinated/organized on financial technical level by Sherif Zohdi (CA of USAID/Egypt), and maintained on IT web level by Emad Shawki (USAID/Egypt), but most importantly, the valuable technical contents/information included in the CAN are provided by all Chief Accountants and other agency FM members.

## Value Proposition

The CAs struggled individually for more than 20 years, due to facing technical problems on mission, rather than agency, level. They tried hard to maintain consistency under difficult conditions of high turn over of U.S supervision, and the possible loss of expertise among the FSNs themselves. This turn over and loss of expertise made it very difficult to maintain a reasonable level of consistency of business priorities and procedural standards on the individual Mission/CA level.

The significant changes in business methods and rapid technologies improvements made it almost impossible for an individual CA to utilize his/her own experience and knowledge to coup with the changes, provide best and efficient solutions, and meanwhile maintains a sufficient level of internal controls.

Moreover, the increased/emphasized need to achieve and move towards an unqualified audit opinion on  the agency financial statements required an immediate mean of communication and coordination amongst the CAs, on an in-depth technical level, to demonstrate consistent, well thought/developed, and well coordinated and implemented financial standards and practices to the Financial Statements Federal Auditors.

Many innovations, creative solutions, and best practices were developed and implemented by the individual missions, but not shared with other missions, and many others just died because they were not supplemented by knowledge and ideas from other missions.

Due to the tremendous variety of conditions, cultures, and business components among the different missions, agency policies in some cases were interpreted and implemented differently on the technical level by the individual CAs.  Lack of dialogue between CAs, who in most cases do and implement the policy interpretation, resulted in different interpretations and policy implementation among missions. In spiteof USAID/W tremendous efforts to provide solutions and consistent practices, many issues were strictly field-related hat may have not been brought to the attention of USAID/W, or brought on infrequent basis with different terminology/descriptions.

All the above required the need for a new mean of immediate communication within the CAs, and between the CAs and USAID/W.

## Organization   *Management*
## Inventory ID      *50*

# Chief Accountants Net (CAN)

## Results

It is important to mention the while The CAN contributed to achieving many positive results. These results have been also contributed to by other means of communications on other levels (such as the FMNET on the Controllers Level):

The CAN provided a mean of information dissemination, inquiries, sharing and maintaining knowledge and best practices reached among Chief Accountants and other FM members within the Agency, and more importantly, contributed to establishing a transparent level of technical business standards and practices on the agency level that resolved the high turn-over and inconsistency on the mission level.

The CAN was improved gradually based on CAs suggestions on both technical and IT levels, and is currently widely used for new purposes, such as by FM community and USAID/W to immediately disseminate important and urgent information to the hands of its direct users.

It provided three new features: on line and immediate communication, in-depth technical level of detail, and organized institutional memory for all conclusions reached.

One important value of the CAN for any CA is simply that it adds to his/her knowledge and experience a wealth of almost 65 times more of experience and knowledge gained under variety of conditions by all other missions as well as USAID/W.

Currently, many innovations were developed through the CAN dialogues such as effecting IPAC charges among missions in lieu of the old informal AOCs transmissions system; cash reconciliations directly against treasury reports which are expected to reduce the level of agency's discrepancies/reconciling items with treasury; standard policy interpretations are being achieved, resulting into more efficiency practices and less consumed efforts, such as the conclusion that FM does not need to maintain Property Ledgers for items reflected as expendables in the agency Financial Statements, and such as the applicability of Forward Funding regulations to trust funs; new policies have been well understood promptly by CAs, avoiding discrepancies such as the new section 511 regulations; and standardized missions practices are being targeted through exchange of information and practices, such as credit cards in different business areas. All the above, in addition to the specific distribution of audit guidance to CAs are expected to contribute to better audit results on the agency level.

A by product of the CAN is that it emphasized and illustrated the importance of the FSNs as a continuing asset of the agency, and institutional memory that is not impacted by high turn over factor, and accordingly preserves and promotes the agency knowledge. It also promoted the moral and self-esteem of the CAs that they can make a difference and value added to the level of t efficiency of the Agency.

The CAN perfectly met the Administrators' vision for the USAID Agency to become a Changing and Learning Organization. It promotes changing towards better business solutions and innovations achieved under a wealth of diversity of minds and backgrounds. It also provides a continuing learning means through the level of information and knowledge exchanged.

## Issues

The CAN "pervious months" topics are currently being organized in a better approach to provide easier and faster search for any topic previously discusses and conclusions reached.

Out of the CAN and the Chief Accountants Conference held in Feb 02 in Cairo, a new process of Work Groups on different Financial areas was developed, and has achieved very good results. The process is currently being enhanced under the strong support of David Ostermeyer (head of FM in USAID/W, and Connie Turner (head of M.MPI in USAID/W). The Work groups' activities are currently coordinated by a core group composed of six missions' representatives as follows:

- Natercia Remane (CA of Mozambique)
- Patricia Hernandez (CA of Dominican Republic)
- Ravindral Suaris (CA/Deputy Controller of Nigeria)
- Margaret Witherspoon (Deputy Controller of Bolivia)
- Fermi Blanca (Chief Accountant of Philippines)
- Hossam Rahman (MACS Coordinator of Egypt)

*Organization*   *Management*

*Inventory ID*      *50*

# Chief Accountants Net (CAN)

- Sherif Zohdi (Chief Accountant of USAID/Egypt)

The Work groups are composed for the following areas:
- Accruals
- Cash reconciliations
- Obligations and forward funding
- Source of funding
- Alternate Certifying procedures
- Payments and cash advances
- Financial Statements Audit (GMRA)
- Accounts receivables
- Alternative Intra-agency charging mechanism.
- Credit Cards
- Non Expandable Equipment

The work plans and produced materials for the Work Groups are maintained on a separate web-site which is available agency wide.

Under the new phase of Work groups, the web site will be enhanced to enable dialogues, the core group will change to include a leader of each WG, and each WG will include 3 to 4 active Chief Accountants or other field missions FM members, a member of M.FM for financial operations' controls; and a member of M.MPI for policy development. Each Work group will have an e-mail list (which already exists) to communicate within the WG, and to receive questions from the other Agency members and respond to them.

The Work Groups will act as an agency resource in the subject matter function, utilizing a mixture of backgrounds and accumulated field and USAID/W experience, and targeting to:

- Respond to questions and suggest problem solutions.
- Coordinate sharing best practices, lessons learned, and experience.
- Share in policy making by suggesting changes to existing policies and/or provide input on new/revised policies.
- Ensure continuing learning and promoting innovative changes for improvements.
- Promote standardization and consistency of operations.
- Develop and maintain web-based data base to act as an institutional memory in FM functional areas for gained experiences.

Summary of WGs Progress to date:

(1) Covered more than 50% of the issues assigned. Some were communicated to USAID/W for approval, and some are still pending submission.

(2) Issued five surveys (Cash reconciliations, Obligations, Bill for Collection, Accruals, Alternative ACO procedures). Some were used to issue reports of conclusions and recommendations ( Accruals and Accounts receivables), some were used to provide feed back on policy updates (obligations and Accounts Receivables), and some were presented to USAID/W for review and possible utilization in decision making (Alternative ACO procedures).

(3)  Prepared a survey for source of funding, which will be issued upon confirmation from PPC/B

(4) Responded to more than 50% of the questions raised during the Cairo Feb 02 Chief Accountants Conference, which will be submitted to USAID/W for confirmation.

(5) Provided input to policy updates/interpretations, such as ADS 621 for obligations, Obligations guidebook, ADS 629 for NXP, and ADS 625 for Accounts Receivables, and section 511 changes. This particular point demonstrated high level of cooperation and benefits gained from the exchanged information between UNSAID/W and field missions.

(6) Contributed to, through the CAN, clarifications of several policy ambiguities, such as the need to maintain FM property ledgers for all PP&E, or the applicability of Forward Funding Regulations to Trust Funds.

(7) Assisted missions under GMRA audits in advance to prepare for and deal with the audit activities by providing

*Organization*   *Management*

*Inventory ID*        *50*

# Chief Accountants Net (CAN)

sample flow charts, narratives procedures, check lists, guidance on how to deal with auditors, audit program, most common findings to be avoided in each financial area, ...etc)

## Contacts

## Category

Management / Administration

## Links

## KM Item Type

Community of Practice

*Organization*  *Management*

*Inventory ID*      *50*

# FMNET

## Description

FMNET is a biweekly "document" that permits information sharing among controller and CFO personnel around the world. The FMNET permits controller personnel the opportunity to ask questions and get answers from colleagues.

## Value Proposition

This was motivated by the need to share information. It is done for the good of USAID's financial community.

## Results

Controller staff are better prepared for the rigors of everyday work and have a forum to share questions and ideas.

## Issues

There are no future plans for enhancement for FMNET. We have arranged for FSN staff from Nicaragua to produce the document on a biweekly basis and this has proven successful.

## Contacts

David Ostermeyer

Rosa Morales

## Category

## Links

http://inside.usaid.gov/M/FM/cont.htm

## KM Item Type

Community of Practice

*Organization*   *Management*

*Inventory ID*      *51*

# AVUE

## Description

AVUE is a BTEC initiative and there are reams of data on the how and why. Basically, we've purchased an Internet-based application that allows managers and supervisors to write AND classify position descriptions. We are presently in the process of turning on the Staffing module that will allow for a completely paperless recruitment and merit promotion process, including electronic rating and ranking of applicants.

## Value Proposition

Again, I'd defer to BTEC documentation on this, but basically, the above processes are very labor intensive without automation. We simply can't afford not to automate. Along the way, we believe that the quality of the process and the product have been greatly improved. This is demonstrated to date with the classification module. The staffing module is just coming on-line and it's too early to evaluate performance.

## Results

The major benefit is a position description that precisely documents the manager/supervisor's concept of work to be performed. In addition, positions classified by the AVUE software will stand up to USOPM scrutiny for appropriate series, title, and grade level.

## Issues

As with anything, all change is personal and all politics are local. Change comes hard to this Agency. On the other hand, good applications that really do add value sell themselves. Like all changes in administrative functions, AVUE required marketing effort on the part of HR. However, its current growth in popularity is due primarily to user satisfaction and publication.

## Contacts

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## Category

Management / Administration

## Links

http://www.avuedigitalservices.com/usaid/ads.html

## KM Item Type

Technology

*Organization*   *Management*

*Inventory ID*        *52*

# HR WebBoard

## Description

This is an Intranet forum where HR staff can post messages, share information, comment on HR initiatives, etc.

## Value Proposition

Motivation: Find a media to share technical, work-related information that is anecdotal and very time sensitive to a very select group.

## Results

We're just putting up the Web Board now, although we're testing it, few know about it.  The anticipated benefit is to get timely information out to a select group very, very quickly.   Because it's NOT E-mail we expect more candor with feedback on operational problems, customer issues, etc.  For example, we do intend to use this forum to identify situations in which a customer is "forum shopping", i.e., I didn't like the answer Joe in policy gave me so I'm going to go try Larry in operations, then I'm going to Oveta in staffing, etc.

## Issues

To make this work I've got to strictly limit access, meaning that I'll have to give out user ID's and passwords as I now do for AVUE and also for NFC.  Moreover, I'll have to check the board several times per week to make sure that nothing inappropriate is posted.  Finally, if users don't behave like ladies and gentlemen I'll have to pull their access.

## Contacts

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## Category

Management / Administration

## Links

## KM Item Type

Technology

*Organization*   *Management*

*Inventory ID*          *53*

# Records Management System

## Description

The Records Management database contains information on over 330,000 USAID project and program records which have been microfiched or scanned to CD-ROM since 1983.

## Value Proposition

## Results

## Issues

## Contacts

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## Category

Management / Administration

## Links

http://cdie.usaid.gov/ird/

## KM Item Type

Technology

*Organization*  *Management*

*Inventory ID*  *54*

# E-Learning Initiative

## *Description*

The Learning Support Division will implement worldwide E-Learning to all employees in December 2002.
- USAID acquired 7000 training seats using SkillSoft courseware through an Interagency Agreement with the Department of Transportation.
- SkillSoft is one of the major corporations whose product is used under the E-Gov initiative "Go-Learn".
- The SkillSoft course catalog now includes almost 700 courses that cover an array of topics, including administrative support courses, business law, communication, customer service, human resources, leadership, management, e-business, financial management, project management, and even 12 courses on knowledge management. (These are only a few of the broad course topics that are available).
- All categories of USAID's workforce will have access to the 700+ courses at no cost to the employee or their organization.
- New courses are continually being added to the catalog every month at no additional cost to USAID.

During implementation, the training office is using emails plus a web-based communication forum created by IRM/CIS on the Extranet, so that USAID missions, the training office and SkillSoft can have threads of discussion, post documents, etc. to share knowledge/information/problems.  Anyone can join the forum.  Each overseas location (and all Washington Bureaus) have designated implementation points-of contact to participate in the roll-out.

Once employees have access to the training web site (will be known as "USAID's E-Learning Institute"), trainees will also have access to  communication forums and chats to  continue to learn from other trainees or have access to "experts" if there is a concern/question on any course topic (guaranteed 48 hour response time), etc.  USAID also has the option of identifying experts to participate in this knowledge sharing activity, if desired.

SkillSoft also customizes training, so USAID has an option of asking the company to create courseware unique to USAID's business environment, and/or USAID can partner within the "Go-Learn" government community to customize training unique to the government

In addition, the newest option offered by SkillSoft that is under consideration is called Books 24X7, which provides online electronic books from all major publishing companies to use in conjunction with e-learning.  Combined with a high powered search engine, Books 24X7 permits employees to search any business topic and get instant results/answers to their inquiries with full text of the published book and their word search "highlighted".  If USAID chooses to acquire Books 24X7 as part of its continued growth in E-Learning, SkillSoft has offered to try to include published books that would be especially useful to USAID's development community.  USAID would provide the ISBN and publisher and SkillSoft, through Books 24X7, will ask permission of the publisher to publish the electronic version as a reference tool.

## *Value Proposition*

Value – Just in time training with any where, any time access.  Training is Internet based, so with an ID/password in hand, an employee can access training any place there is Internet connectivity.  Courses can also be downloaded on lap tops should someone want to take a course while traveling in the air, etc.

## *Results*

Benefits – ALL USAID employees.  We expect that the courses offered will create value for the Agency by supporting USAID's business objectives, along with supporting USAID's core values of teamwork and participation, valuing diversity, customer service, results management and empowerment and accountability.

## *Issues*

Costs are minimal per employee, so do not anticipate any significant budget constraints.  Marketing will play a major factor in getting the word out, keeping folks enthused, monitoring usage, etc.  Currently we plan to use the HR/SkillSoft Forum created by IRM/CIS to communicate marketing ideas, share stories, etc.  (i.e., see attached one-page flyer regarding Doug Arbuckle).  The training office held its first "open house" on November 5 to demonstrate the SkillSoft product to all HR employees and Bureau administrative officers.  We plan to hold many other demonstrations in the next couple of months so folks can be more informed of the product and its capabilities.

*Organization*   *Management*

*Inventory ID*        *55*

# E-Learning Initiative

## *Contacts*

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## *Links*

## *Category*

Management / Administration

## *KM Item Type*

Distance Learning

*Organization*   *Management*

*Inventory ID*        *55*

# BTEC Website

## *Description*

This knowledge sharing activity centers around the creation, development and maintenance of the Business Transformation Executive Committee's (BTEC) Intranet website.  The site was specifically designed for dissemination of BTEC information in support of the President's Management Agenda (PMA).   The site includes a collaboration tool (Web Board) that was to be used by BTEC members; however, this portion of the site has never actually been used by members.

## *Value Proposition*

The rationale and motivation for this website was the need for the BTEC to have a means for easily communicating Agency progress on the PMA to all USAID employees.   The site was also designed as a means of collaboration between BTEC members but has never actually been used in this way.

## *Results*

The BTEC site has been extremely successful and is updated regularly by Paula Miller (functional representative) from the Agency's Program Management Office (PMO).

## *Issues*

As soon as the PMO has clearly defined its areas of responsibility and the roles of its personnel, there are plans to completely refurbish the BTEC website.  At the present, time however, there is no clear direction as to what the new revised website will look like.

## *Contacts*

Joe Gueron                    Jgueron@usaid.gov

Bill Wood                     bwood@usaid.gov

## *Category*

Management / Administration

## *Links*

http://inside.usaid.gov/BTEC/

## *KM Item Type*

Other Knowledge Sharing

*Organization*   *Management*

*Inventory ID*        *56*

# Extranet

## Description

Rick Pritchett, in coordination with Joe Gueron and Bill Wood, is working together to develop a plan for an Agency Extranet. An Extranet would allow for the collaboration between USAID personnel and their external partners in a Sensitive But Unclassified (SBU) environment.

## Value Proposition

Many USAID employees have expressed a desire to communicate with their partners in a SBU environment. Having an Agency Extranet has been discussed for years but no one yet has successfully undertaken this important effort.

## Results

The direct result of an Extranet would be better communication and collaboration between USAID and its many partners in a safe and secure environment that is easily accessible to all.

## Issues

Funding and resources are always the issue. The Agency faces many funding constraints and priorities are constantly shifting according to the greatest need. We are in the process of finding real live customers to fund an Extranet. At the same time we are seeking to fund the minimal requirements (hardware and software) that will support the development and survival of a first- class Agency Extranet.

## Contacts

Joe Gueron                     Jgueron@usaid.gov

Rick Pritchett                 Rpritchett@usaid.gov

Bill Wood                      Bwood@usaid.gov

## Category

Information Communication Technology

## Links

## KM Item Type

Technology

*Organization*   *Management*

*Inventory ID*        *58*

# Knowledge Management Website

## Description

Initially, the Agency's CIO assigned Knowledge Management (KM) activities to IRM.  Later this task was reassigned to PPC.  While IRM was responsible for this activity we attempted to develop a comprehensive KM website.

## Value Proposition

The website was designed for the sharing of all Agency information and for the easy development of Communities of Practice.  Web Board is available on the site and was to be used for collaboration and world-wide chats between USAID and its partners.

## Results

The website has not received the usage that we expected.  KM is an extremely well used buzz word but the actual practice of KM is much more difficult to establish than we had believed.

## Issues

We are working with personnel in PPC to coordinate their website requirements into our site and to revise the site as is required and controlled by very limited resources.

## Contacts

Joe Gueron                    Jgueron@usaid.gov

Bill Wood                     bwood@usaid.gov

## Category

Management / Administration

## Links

http://inside.usaid.gov/M/IRM/IPA

## KM Item Type

Other Knowledge Sharing

*Organization*   *Management*

*Inventory ID*        *59*

# Afghanistan Winterization Program

## Description

We are working with Dennis King at the State Department (DOS) INR/GCI as part of an Interagency working group supporting an Afghanistan "winterization" program. We have offered to implement, using Web Board, a small community of Purpose/Practice as a demonstration project.

## Value Proposition

This activity is in direct support of the PMA by allowing the coordination and sharing of resources between government agencies. Cooperation between our offices will provide better information and for the sharing of information between a diverse group of employees.

## Results

We have held several meetings and provided a demonstration of the benefits of using Web Board as a collaboration tool. Web Board is an in-house tool that may be easily used without incurring any additional expenses for USAID and/or DOS.

## Issues

We are currently in the defining stage of this endeavor. Nevertheless, there appears to be considerable interest in the Web Board collaboration tool and we believe that success at this stage could directly affect our ability to develop a base of "paying" customers that will support the development and maintenance of an Agency Extranet.

## Contacts

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## Category

Management / Administration

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Management*

*Inventory ID*        *60*

# Craighead Countries Online

## Description

The Office of Human Resources, Learning Support Division, Learning Resource Center (LRC), implemented the Craighead online relocation service, available to USAID employees worldwide in January 2000.
- The service covers 100 countries.
- Provides general orientation to each country as well as an overview of economic and political developments, social and business customs, health issues, shipping, schools and social organizations and practical information about everyday living and working in a particular country.
- The information is timely and current and updated throughout the year.
- The software is user-friendly and easily navigated.
- All categories of employees have access to the database.

## Value Proposition

- Accessible to agency employees worldwide through the USAID Intranet.
- Provides comprehensive and up-to-date source of country information.
- Provides information on business culture, ethics and norms in a particular country.
- Provides detailed information on day-to-day living, customs and social activities in a particular country.

## Results

- Worldwide instant access to country information.
- Detailed country information at your fingertips.
- One-stop shop for country information.

## Issues

- Reduces reliance on hard copy country information packets compiled by the LRC.
- LRC staff now devotes more time for collection development and value-added research.

## Contacts

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## Category

Cross Sectoral

## Links

## KM Item Type

Electronic Information Resourc

*Organization*   *Management*

*Inventory ID*      *117*

# Annual Report Application

## Description

The FY 2003 Annual Report Application tool was designed as a management tool to assist all USAID operating units collect and analyze program and resource information needed for USAID's Congressional Budget Justification, Bureau Program and Budget Submissions, the Agency Budget submission to OMB and the Performance and Accountability report, among other internal review purposes, in one complete "package". The "application" was transmitted to each USAID operating unit as an email attachment, along with installation instructions and a Users Guide.

## Value Proposition

The motivation for development of the application was to cut down on the number of times the same information was being collected from USAID operating units to satisfy Agency reporting requirements. The application streamlines the collection and submission of this program and budget data. Another motivation was the need by the Agency to more closely integrate strategic budgeting and performance reporting; both budgeting and performance data is being collected and integrated within one database application system.

## Results

The data is being required to be submitted to AID/W by January 6, 2003, so results cannot yet be reported on. With the shorter deadlines for submitting the Agency's CBJ to Congress this year it is expected that one benefit of the application will be the streamlining of the process of generating the financial and program data for the CBJ submission.

## Issues

A more dynamically interactive database relationship between the USAID overseas operating units and AID/W is desired for the collection of this data, but internet connectivity has been the main constraint to solving this dilemma. We hope to be able to test the application as a web-based tool next year.

## Contacts

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Christine Wolter-Nagle

## Category

Management / Administration

## Links

## KM Item Type

Technology

*Organization*   *Policy and Program Coordination*

*Inventory ID*        *35*

# USAID Development Information Services (DIS)

## Description

USAID's Development Information Services (DIS), part of CDIE's knowledge sharing program, provides a broad spectrum of information services to USAID and its development partners. DIS is a "one-stop shop" for accessing the Agency's development knowledge and experience, as well as the experience of other development organizations and academic institutions. We provide research and statistical analysis and library services to support USAID's objectives.

DIS knowledge resources and services include:
- The USAID Library, which makes available a specialized collection of sustainable development literature, as well as timely and relevant print, multimedia, and online resources from government, commercial and academic sources. (http://library.info.usaid.gov).
- The Economic and Social Database (http://cdie.usaid.gov/esdb), a database of current and historical data reflecting the socio-economic trends of developing countries, tailored to the needs of USAID professionals.
- Our specialized subject, sector, and regional research and economic analysts provide value-added knowledge and statistical services, including research and quantitative analysis to support USAID decisionmakers.

Knowledge sharing techniques and tools that we practice include:

- Requests & Responses: a monthly newsletter sent throughout the Agency that highlights some of the responses by DIS staff to requests for research and statistical analysis. Through Requests and Responses, USAID staff and partners learn about DIS products and can request to see the completed work, including products such as lessons learned, syntheses of experience, policy analyses and reports, database searches, economic and social data analyses, tailored information packages and referrals.

- Weekly Report: this report is meant to inform a small group of Agency staff and the entire DIS staff of the status of the services that we provide on a weekly basis. Both completed and ongoing requests are reported. Select information from the weekly report contributes to the contents of the Requests & Responses.

- Development Dialogues: presentations on cutting-edge development topics of interest to the Agency and partners. DIS invites audiences working in specific areas to these one-and-a-half hour presentations and discussions. Recent Development Dialogue topics included Title II food aid, E-commerce, E-governance, and global development issues.

- Question & Answer (Q&A) Sessions: an internal knowledge sharing mechanism, DIS staff gather together once every three weeks to share resources, offer advice and support in responding to customer requests. Notes are shared internally, particularly for those unable to attend the session.

- Virtual Questions & Answers: an internal knowledge sharing mechanism, DIS staff continue the Q&A discussion via e-mail, when quick answers and resources are needed. Virtual Q&As can occur at any time.

- MIS: an internal knowledge sharing mechanism, DIS staff record their requests, how they responded to the requests, the resources they used, and the product that they provided.

- DIS Intranet Site: an internal mechanism for sharing knowledge to help DIS staff in their work. Resources include information for new staff, orientation guidelines, committee meeting notes and staff phone numbers.

- Staff Meetings: an internal knowledge sharing mechanism, DIS holds bi-monthly staff meetings to share the progress of our overall activities. Time is allotted to recognize new staff, staff contributions to knowledge sharing, and kudos from our customers for work that is well done.

- Brown Bag Lunches: an internal knowledge sharing mechanism, brown bag lunches are staff-led trainings with their own colleagues as participants. The training committee developed a survey to find out what training staff need to better serve their clients and to benefit their own professional development. Staff were also asked what skills they have to offer to their colleagues by way of training or brown bag lunches.

- Informal events (monthly birthday parties, holiday parties, special events celebrations to celebrate weddings, births, going-away): another internal knowledge sharing mechanism that fosters discussion among staff and allow for conversations for sharing our expertise.

## Organization    *Policy and Program Coordination*

## Inventory ID        *36*

# USAID Development Information Services (DIS)

## Value Proposition

DIS recognizes that the more everyone knows about current staff activities and priorities, and the more they can communicate with each other about their activities, skills and interests and feel that they can tap into all DIS expertise, the better we'll be able to serve USAID's needs. DIS creates opportunities for staff working in development to learn from each other's knowledge and experience. We foster a culture of collaboration and information sharing.

## Results

We attribute much of the long-term success of the services we provide to USAID to our culture of Knowledge Sharing. This culture gives any of our staff, regardless of their level, internal team or specialization, the ability and freedom to tap into the knowledge of all other expertise on the project. This gives DIS the ability to expertly respond to USAID's information/knowledge needs by tapping into the necessary resources and expertise to achieve its objectives.

## Issues

At DIS, we will continue to find ways to better serve our clients and keep current in our fields of specialization. We will employ other methods of sharing information both external to the project and within. Other internal mechanisms for knowledge sharing are being researched to foster an informal, sharing environment. Future activities include incentive programs and awards to recognize staff for their contributions.

## Contacts

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## Category

Management / Administration

## Links

## KM Item Type

Other Knowledge Sharing

*Organization*   *Policy and Program Coordination*

*Inventory ID*   *36*

# Early Project Notification (EPN) System

## Description

WHAT IS EPN?

The Early Project Notification (EPN) System is a service provided by the Office of Donor Coordination and Outreach in PPC to the Agency and its field missions worldwide.  EPN notifies field missions of newly identified multilateral development bank (MDB) projects and facilitates policy dialogue between USAID and the MDBs.  The system was first established in 1982.

HOW DOES IT WORK?

Step 1: Notification
PPC/DP notifies relevant missions of newly identified MDB projects in the design stage and offers its assistance to try to address any major issues. No further action is taken unless a response is received from a mission.
Step 2: Missions Identify Project(s) to Track
Mission and/or USAID/W identify any issues raised by the project(s).  Projects are tracked from the initial design stage to the final stage before Board consideration.
Step 3: Dialogue
PPC/DP and relevant bureau offices, based on feedback from missions and others, work with the USAID representatives in the U.S. Executive Director's Office at the MDB to address the issues and seek solutions. PPC/DP working with relevant offices will relay information to all involved parties on actions taken.
Step 4: Coordination with USG
USAID coordinates with Treasury, State, and USED offices to relay mission concerns.
Step 5: Board Consideration
USG votes on project(s) as a member of the Board of Governors.

A similar process is used to review World Bank CASs and PRSPs.  The PRSP is a country's development plan for reducing poverty. The CAS is the Banks business plan for a country and indicates the level and composition of Bank assistance to the country.

## Value Proposition

WHAT ARE THE OBJECTIVES OF EPN?

- Promote USAID Strategic Objectives. EPN ensures that MDB projects support and compliment USAID's strategic objectives and the program goals of our field missions.
- Modify Controversial MDB Projects. The system allows USAID to voice concerns on MDB projects which may have negative environmental or social effects.
- Donor Collaboration. The system helps USAID work more collaboratively with MDBs in the pursuit of common development objectives.

WHO DOES IT SERVE?

- USAID Field Missions.  EPN primarily serves USAID missions in the field since MDB projects affect most the work of USAID overseas.
- USAID/Washington. Dissemination of MDB project documents provides bureaus with valuable technical, sector-specific, and development policy information.
- U.S. Government.  EPN coordinates with the Treasury, the U.S. Executive Director's offices in each MDB, and other USG agencies in deciding USG positions on MDB projects.

## Results

IMPACT/BENEFITS OF EPN:
- Information Source for Missions.  EPN provides comprehensive and current information on MDB activities worldwide to field missions.
- Efficient Use of Resources.  EPN helps ensure that MDB projects complement rather than duplicate or conflict with mission programs and USAID strategic objectives.
- Promotion of Sustainable Development. EPN allows missions to advise on MDB projects especially if projects are of

## Organization   *Policy and Program Coordination*

## Inventory ID        *37*

# Early Project Notification (EPN) System

environmental or social concern.  These projects are also listed in a USAID annual report to Congress in accordance with section 537 (h) of Public Law 100-202.
- Closer Donor Collaboration.  EPN allows USAID missions and MDBs to collaborate in-country and in Washington on development objectives.

## Issues

PROBLEMS:
- High volume of MDB loans , strategies, and PRSPs to keep up with.
- Difficult to keep missions focused on MDB activities they previously identified for tracking due to other mission priorities and change in staff before MDB loans are finalized.
- ICT problems at USAID that don't allow staff to easily open up PDF files of information from the MDBs.
- Current database of projects identified by missions is not user-friendly.

RESPONSES:
- Try to be systematic and consistent in how collect and disseminate information
- Have a lead person be responsible for overall management and a less senior person providing assistance and backstop.
- Focus on the most important activities
- Keep recipients informed of events in the horizon via schedules, calendars, and weekly reports from the USED's.
- Keep in close contact with desk officers and know who are the sector leaders at the missions.
- Use database as historical record and use Excel to track most recent list of projects.
- Inform AID clients about online resources for information on MDB activities so they are empowered to acquire the knowledge themselves.

POTENTIAL:
- The web is another source for scaling up.  Although we have a web page now, it is more static than dynamic.
- AID IT system needs to be improved to enable AID staff to consistently open and print out PDF files with ease.
- If we had more resources, it would be ideal to have IT support in setting up a user-friendly database to track projects.
- More staff to cover the regional MDBs could help in scaling up.

## Contacts

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## Category

Management / Administration

## Links

http://www.inside.usaid.gov/PPC/dp/epn.htm

## KM Item Type

Other Knowledge Sharing

**Organization**   *Policy and Program Coordination*

**Inventory ID**        *37*

# Economic and Social Database (ESDB)

## Description

The Economic and Social Database (ESDB) brings statistics together into one source and makes them available online. The data come from multiple sources and are categorized into the following groups: Economic Growth, Trade and Finance, Population and Demographics, Health and Nutrition, Environment Natural Resources and Agriculture, Education and Labor Resources, Democracy and Governance, and Humanitarian Relief.

The Development Information Services (DIS) Statistical Unit regularly updates the database as new data become available.

This activity involves extracting, formatting, converting files into SAS format, and uploading the datasets to the ESDB.

## Value Proposition

The ESDB was created to provide a central source of economic and social data pertinent to USAID activities so that users wouldn't have to gather it from multiple sources. The goal is to allow USAID to access economic and social indicators in USAID-assisted countries or regions and across countries and regions for relative standing at any given time. This allows USAID staff to monitor countries and assist them in making policy decisions.

The primary audiences are USAID, people in developing countries, and the university community.

## Results

The database is very useful in responding to simple data requests or questions requiring in-depth analysis. For example, it recently allowed the Statistics Unit to conduct a corruption study which examined the relationship between USAID's development assistance funding levels and the extent of corruption in recipient countries.

The online database allows government workers in developing countries to get an idea of how their country compares to other countries in the region.

## Issues

The current effort is to continue updating the database with recently released data.

The Statistical Unit conducts internet research to identify new statistical resources on developing countries. Analysts attend two SAS training courses every year. The ESDB can be expanded to include data from a wider variety of sources.

We are also in the process of updating the server and its configuration. This will allow for increased efficiency and stability. We also hope to create additional products from the ESDB.

## Contacts

## Category

Cross Sectoral

## Links

## KM Item Type

Knowledge Asset

*Organization*   *Policy and Program Coordination*

*Inventory ID*      *38*

# EvalWeb

## Description

To better share information towards the goals and interests of the USAID evaluation agenda, USAID researchers and evaluation specialists created EvalWeb, USAID's website on evaluation communities of practice. Currently, EvalWeb includes sites on Poverty Reduction and International Media Assistance. The Poverty Reduction site and the International Media Assistance sites were established to keep interested individuals and organizations informed about the progress of USAID's evaluations in these two priority areas. The site makes available USAID reports and publications and seeks inputs and views on USAID's impact on poverty reduction and international media assistance.

Included in EvalWeb are special email lists to facilitate discussion and to share information on Poverty Reduction and International Media Assistance. The EvalWeb listservs are designed to keep USAID and its partners informed of developments in poverty reduction and international media assistance. The listservs are moderated by ESPA evaluation coordinators who invite contributions in the following areas: studies and "lessons learned," resources, and new projects. The mailing list is open to anyone interested in Poverty Reduction and International Media Assistance and how it relates to the Agency's program.

The Knowledge Sharing Team at USAID Development Information Services is providing strategy and web development assistance. Internet Data Services provided technical support for the Listservs.

## Value Proposition

The motivation to create EvalWeb was to encourage input, discussion, and collaboration on a few of USAID's ongoing evaluation topics of high priority. EvalWeb is meant to engage researchers, scholars, policymakers, practitioners, and the community at large from throughout the world.

## Results

EvalWeb was recently launched and have yet to see the impact. The goal is that EvalWeb provides a forum for valuable discussion.

## Issues

As with any moderated listserv, the challenge is to provide stimulating discussion without heavily populating one's e-mail box. Currently, ESPA evaluation coordinators moderate the listservs and provide quality control for the information that will be posted. This adds value to the site. But, if the discussions become overwhelming or require an extended amount of time to moderate, additional resources may be necessary to moderate so that this value is not compromised.

## Contacts

| | | |
|---|---|---|
| Woody Navin | Rnavin@usaid.gov | 202-712-0094 |
| Joe Lieberson | jlieberson@usaid.gov | 202-712-4704 |

## Category

Cross Sectoral

## Links

http://cdie.usaid.gov/evalweb/

## KM Item Type

Community of Practice

*Organization*    *Policy and Program Coordination*

*Inventory ID*         *40*

# Seminar on Water and Conflict Website

## *Description*

PPC/DEI and EGAT jointly built a state-of-the-art website (with contractor support) to promote an upcoming Agencywide Seminar on Water and Conflict. By design (and with LPA support), the site was featured on www.USAID.gov  Besides seminar basics (guest speakers affiliations, meeting location, directions to RRB, etc.), the website (www.dec.org/partners/water) provided: (1) advanced reading materials on water and conflict for attendees, (2) speaker highlights such as their prior lectures, recent books and articles, and (3) links to other related water and conflict websites, and a policy statement from the Administrator. The Seminar was video taped, the tapes edited and compressed into video clips (streaming video), full text and all seminar slide shows (e.g., Power Point) featured, and an online post-seminar survey conducted.

## *Value Proposition*

Past CDIE Seminar success were often hit or miss. The website approach advertised the seminar much more broadly, brought interested parties together (e.g., community of practitioners), and better prepared participants on background materials (so that more time could be spent on discussion). The thought was to move from a one-time event (standard seminar format approach) to more of a distance learning approach (to be more cost effective; reach more interested parties) and provide for follow-up activities (post-seminar networking).

## *Results*

Results as follows: (1) The seminar was SRO (standing-room-only),  (2) web trends showed relatively high hit rates, (3) many of those who were unable to attend the seminar were referred to the website to see "the presentation" (and reported back how useful it was). The online survey of participants is still underway but responses have been favorable.

## *Issues*

When all the data are in and analyzed, this website approach to PPC/CDIE seminars may serve as the future "model" for long distance learning. The current website has been adopted by the USAID Water Team (EGAT) and will become a major part ("tab") of their existing Agency water website. Costs (video taping, captioning, website maintenance, etc.) have not yet fully been analyzed, but this is expected to be one constraint. Replication (other PPC Seminars) is under consideration but too early to know if it will take root. PPC has received considerable positive feedback on the website from both inside and outside the Agency on bringing together a first-rate group of speakers and moving towards more of a knowledge sharing/learning approach.

## *Contacts*

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## *Category*

Conflict

## *Links*

http://www.dec.org/partners/water

## *KM Item Type*

Other Knowledge Sharing

*Organization*   *Policy and Program Coordination*

*Inventory ID*        *41*

# PPC/CDIE/Development Experience Clearinghouse

## Description

DEC.org Public Web Site
I re-designed the public Web site of http://www.dec.org that provides access to our DEXS (Development Experience System) database of over 115,000 USAID reports. This was done through a variety of search options and dynamic dissemination of recently submitted materials from USAID Contractors and personnel. Reports can be accessed by sector and country.

## Value Proposition

All of these vehicles (DEC.org Web Site, DEC Express, DEXS Bar) were designed to achieve three goals:
A) Provide awareness of USAID and DEC services
B) Provide improved dissemination and accessibility of USAID reports
C) Increase the number document/report submissions to USAID DEC.

These vehicles were targeted at USAID Contractors, USAID Personnel, International Development community, universities, and the general public.

## Results

Results with regards to the three goals stated under #2 (awareness, dissemination, document/report submissions) have been:

- The number of visitors and hits each month to the site has increased by over 500% and continues to increase.
- The number of report submissions to the DEC has significantly increased.

## Issues

Current and future initiatives will require two components in order to be 'successful':

A) Participation of USAID personnel and contractors
B) Added financial, technical, and human resources to support the added participation of USAID personnel and contractors.

## Contacts

Justin McFadden            jmcfadden@dec.cdie.org        (703) 351-40(

## Category

Cross Sectoral

## Links

http://www.dec.org

## KM Item Type

Knowledge Asset

*Organization*   *Policy and Program Coordination*

*Inventory ID*        *43*

# Question & Answer (Q&A)

## Description

The Question & Answer (Q&A) is an informal meeting of DIS researchers that takes place approximately every three weeks. All DIS staff is invited to the Q&A. The format of the Q&A is to proceed around the table allowing each researcher to describe a request with which he/she needs assistance. The researcher describes the request and the client's purpose for the information requested, highlighting specific areas where they are having trouble finding resources and materials. The concept behind the Q&A is to solicit ideas and tips from fellow researchers, such as sources of data and literature, weblinks, organizations, and other information, that may help in answering the request on the table.

When a researcher is unable to attend a Q&A session, or he/she receives a new request in between meetings, he/she is encouraged to send a "Virtual Q&A" by email to DIS staff. After receiving various replies, the researcher summarizes the materials via email for DIS staff so that all can benefit.

## Value Proposition

The rationale behind the Q&A is to tap the extensive resources available among staff that are not readily available otherwise. The Q&A is successful because it is an informal discussion forum that prompts researchers to recall previous work and experience and share that knowledge with other staff.

## Results

After each Q&A meeting, the rapporteur emails to all DIS staff a complete listing of the questions and answers that were generated, including the article and book titles, websites and organization names that were mentioned. All staff benefit in this way, as they can refer to the resources in the notes as needed in the future. The researchers who originally ask the questions benefit greatly, as they are able to use the resources to provide a more thorough response in their current research.

## Issues

In the future, all Q&A meeting notes will go on the project Intranet, allowing easier access by staff. The Q&A is operated by staff on a voluntary basis, therefore the only constraint is that of time. Attendance may be low when researchers have heavy workloads and meeting schedules. There are no anticipated changes to the format.

## Contacts

Kellie Burk                    kburk@dis.cdie.org

## Category

Management / Administration

## Links

## KM Item Type

Other Knowledge Sharing

## Organization    *Policy and Program Coordination*

## Inventory ID        *44*

# SOL

## Description

SOL is a relational database based on Microsoft Access '97. It was implemented in 1991. This database serves as a management information system used by USAID DIS staff to enter, view, and track all research and other request work, within established guidelines. For each request, users enter information about the dates the request was received and completed; the name of the requester and his/her organizational information; a description of the request; a description of the response to the request; and information about the type of product provided (memo, bibliography, desk study, etc.) including an attachment of the product file.

## Value Proposition

SOL allows the DIS project to keep an historical record of all request work. The records are used for management purposes, such as periodically counting the number of requests handled and the hours spent on behalf of specific clients. This type of accounting capability is required per the DIS contract with USAID.

## Results

Staff use SOL to record and file final research products in one location. Staff can also search the SOL database to identify work done by other researchers on a given topic and view the process, sources used, and final product. In this way, SOL allows research staff to share knowledge and resources.

Managers also benefit from SOL in that they can refer to the database at any time to monitor researchers' progress. This is an essential tool in managing staff and team workloads. Managers can also view final products in SOL as the database provides the means by which product files can be organized in one location.

## Issues

A new MIS is currently being installed and implemented by the project. SOL will become an archive of past R&RS/DIS research. It is anticipated that the new MIS will expand the range of users beyond just researchers to all DIS staff, and that it will allow management to more accurately count request work and hours.

## Contacts

David Wolfe                 dwolfe@dis.cdie.org

## Category

Management / Administration

## Links

http://199.75.20.213/tsp/

## KM Item Type

Knowledge Asset

**Organization**   *Policy and Program Coordination*

**Inventory ID**        *45*

# U.S. Overseas Loans & Grants database/hardcopy

## Description

Using primary and secondary sources, the DIS Statistical Unit maintains and updates the  U.S. Overseas Loans & Grants database and produces a hardcopy annual publication.   The database and the programs that produce the annual report are in SAS software.  The data collection requires constructing a spreadsheet matrix of  reported data. In addition, DIS produces an online report for the general public [via LPA].

## Value Proposition

The annual report is a reporting requirement for USAID to the U.S. Congress. The DIS client is the PPC who have taken responsibility since the year 1999 publication.

## Results

The database and the subsequent publication and online report are referenced by USAID staff, academic researchers and the general public.  The report gives a succinct [unique] history of U.S. assistance to recipient countries.  It is one of the most popular USAID publications.

## Issues

The client is not well informed. The scope of work is too vague.  The majority of the necessary data must be furnished by USAID. They miss deadlines.

## Contacts

John Gold                              jgold@dis.cdie.org

## Category

Management / Administration

## Links

## KM Item Type

Knowledge Asset

*Organization*   *Policy and Program Coordination*

*Inventory ID*         *46*

# USAID Library

## *Description*

The USAID Library has always been committed to knowledge sharing and makes available a number of tools to provide easy access to information. The knowledge management systems utilized by the Library include electronic databases, an online library catalog and an email list. In addition, the Library maintains a Historical Collection of print documents.

The Library subscribes to a variety of online commercial databases to provide the Agency with information from newspapers and journals, the Internet and other electronic services. The databases include Lexis-Nexis, FirstSearch, Gale, Factiva, CIAO (Columbia International Affairs Online), Ingenta, Dialog and Dun & Bradstreet. Through these services, information is available on such topics as international affairs, news, companies and businesses and associations. The Library's skilled reference staff search many of the databases to support the information needs of Agency staff. Other databases are accessible for Agency staff to search directly. The Library may be contacted for reference and research assistance by email at cdie_info@usaid.gov .

A searchable index to the publications in the USAID Library is available as an online catalog. This can be accessed through either the Intranet http://cdie.usaid.gov/library/ or the Internet http://library.info.usaid.gov/ . Library materials may be borrowed by Agency staff and partners worldwide.

The Library continuously acquires new publications to assist Agency staff in keeping abreast of current research. To inform Agency staff of the latest acquisitions, New This Month, an email list, is distributed monthly to all who choose to subscribe to the list. Subscription instructions are found at http://www.usaid.gov/cgi-bin/listproc?list+ntm-1 .

A unique collection of print USAID historical documents is made available for research in the Library. This collection consists of AID Handbooks, Congressional Presentations, USAID sponsored periodicals, USAID Staffing Patterns and Telephone Books, Annual Budget Submissions, Green Books (U.S. Overseas Loans and Grants, Obligations and Loan Authorizations), Yellow Books (USAID Contracts, Grants and Cooperative Agreements with Firms, Non-Profit Institutions and Universities) and Financial Reports. Many of these documents are available only in the Library.

USAID Library Online Database Services
USAID Intranet  http://cdie.usaid.gov/library/dbase.html

Full Text  Newspapers& Journals - The library has access to a number of commercial
databases, including Lexis-Nexis, Factiva, Gale's InfoTrac Onefile, Ingenta and Dialog. These databases allow us electronic access to many full text articles from scholarly journals as well as daily newspapers and newswire services from around the world.

Indexes - The library has electronic access to many topical indexes. These include the Social Science Index, PAIS International, EMBASE, Dissertation Abstracts and EconLit, among others. These indexes, many of which contain access to full texts, are available through Dialog and FirstSearch, which library staff will search for you.

International Affairs -CIAO (Columbia International Affairs Online) is available to all agency staff working within the Ronald Reagan Building (RRB). It is designed to be a comprehensive source for theory and research in international affairs. To connect to CIAO from the RRB go to: http://www.ciaonet.org

Company/Business Information - Dun & Bradstreet reports, containing information on
businesses worldwide, are available electronically from
the library. Other company resources are accessible on Dialog.

Foreign News Translate - FBIS (Foreign Broadcast Information Service) is available
through the library. All U.S. Governmental agencies and their contractors can obtain usernames and passwords for direct desktop access. For more information contact (202) 338-6735 or go to http://199.221.15.211/

Associations - Gale's online Encyclopedia of Associations, which includes information on all registered regional, national and international associations, is available through the library.

For further information about any of the electronic, online services available from the USAID Library, please call 202-712-0579, or email us at cdie_info@usaid.gov .

## *Organization*   *Policy and Program Coordination*

## *Inventory ID*       *47*

# USAID Library

## Value Proposition

As an information provider, the USAID Library is always seeking the most efficient ways to share knowledge.  Electronic access to indexes and full text articles and documents utilizes the most current technology to fulfill these knowledge sharing goals.  The online library catalog shares the listing of the USAID Library's renowned collection of materials in international development assistance worldwide with all who have Internet access.

## Results

Agency staff and partners are now able to contact the Library electronically and receive articles and documents more quickly than in the past, frequently in electronic format.  Library staff are able to respond more efficiently to requests for assistance.  The online library catalog, available worldwide through the internet and intranet, gives Agency staff at Headquarters and in the Missions the ability to determine online what publications are in the Library.  Mission staff can then send an email to the Library requesting to borrow materials.  New This Month keeps readers up-to-date with additions to the Library collection.  In addition to USAID staff and partners, researchers at universities and other institutions can learn of the latest publications in the specializations of USAID in sustainable development.

## Issues

USAID Library staff are always looking for the best cutting edge technologies and techniques to locate and provide information.  While some databases are currently available for direct searching by USAID staff, many are only available through the Library.  Library staff are looking at options for increased desktop access to databases by USAID staff, including increased access to electronic journals.

## Contacts

Gail Wadsworth          gwadsworth@usaid.gov          (202) 712-446

David Ferguson          dferguson@usaid.gov          (202) 712-488

## Category

Management / Administration

## Links

http://library.info.usaid.gov/

http://cdie.usaid.gov/library/

## KM Item Type

Knowledge Asset

*Organization*   *Policy and Program Coordination*

*Inventory ID*          *47*

# Development Experience Clearinghouse - CDIE Online

## *Description*

CDIE Online - Internal Web site
The DEC staff operates the Internal Website: http://cdie.usaid.gov that provides USAID Personnel with access to USAID reports including documents and statistics not available to the public. This Web site is currently undergoing a re-design.

## *Value Proposition*

All of these vehicles (DEC.org Web Site, DEC Express, DEXS Bar) were designed to achieve three goals:
A) Provide awareness of USAID and DEC services
B) Provide improved dissemination and accessibility of USAID reports
C) Increase the number document/report submissions to USAID DEC.

These vehicles were targeted at USAID Contractors, USAID Personnel, International Development community, universities, and the general public.

## *Results*

Results with regards to the three goals stated under #2 (awareness, dissemination, document/report submissions) have been:

- The number of report submissions to the DEC has significantly increased.

## *Issues*

Current and future initiatives will require two components in order to be 'successful':

A) Participation of USAID personnel and contractors
B) Added financial, technical, and human resources to support the added participation of USAID personnel and contractors.

## *Contacts*                                              ## *Category*

Justin McFadden          jmcfadden@dec.cdie.org      (703) 351-40(   PHN

## *Links*                                                 ## *KM Item Type*

http://cdie.usaid.gov                                      Knowledge Asset

*Organization*   *Policy and Program Coordination*

*Inventory ID*        *88*

# Development Experience Clearinghouse - DEC Express

## Description

DEC Express
I designed this free, HTML/ColdFusion-based, e-publication for public subscribers in order to provide access to the latest USAID reports by sector via email. Example: http://www.dec.org/express/102202-attch.html

## Value Proposition

All of these vehicles (DEC.org Web Site, DEC Express, DEXS Bar) were designed to achieve three goals:
A) Provide awareness of USAID and DEC services
B) Provide improved dissemination and accessibility of USAID reports
C) Increase the number document/report submissions to USAID DEC.

These vehicles were targeted at USAID Contractors, USAID Personnel, International Development community, universities, and the general public.

## Results

Results with regards to the three goals stated under #2 (awareness, dissemination, document/report submissions) have been:

- The number of subscribers has increased 300% in the past year and continues to increase.
- The number of report submissions to the DEC has significantly increased.

## Issues

Current and future initiatives will require two components in order to be 'successful':

A) Participation of USAID personnel and contractors
B) Added financial, technical, and human resources to support the added participation of USAID personnel and contractors.

## Contacts

Justin McFadden          jmcfadden@dec.cdie.org          (703) 351-40(

## Category

PHN

## Links

http://www.dec.org/express/102202-attch.html

## KM Item Type

Knowledge Asset

*Organization*   *Policy and Program Coordination*

*Inventory ID*          *89*

# PPC/CDIE/Development Experience Clearinghouse

## Description

DEXS Bar
I designed this search bar as a Web tool to be used by USAID Contractors on their own Web sites in order to provide access to USAID reports authored by their staff.
Example: http://www.dec.org/bar/chemonics.html

## Value Proposition

All of these vehicles (DEC.org Web Site, DEC Express, DEXS Bar) were designed to achieve three goals:
A) Provide awareness of USAID and DEC services
B) Provide improved dissemination and accessibility of USAID reports
C) Increase the number document/report submissions to USAID DEC.

These vehicles were targeted at USAID Contractors, USAID Personnel, International Development community, universities, and the general public.

## Results

Results with regards to the three goals stated under #2 (awareness, dissemination, document/report submissions) have been:

- This bar has only recently become available to USAID Contractors.
- The number of report submissions to the DEC has significantly increased.

## Issues

Current and future initiatives will require two components in order to be 'successful':

A) Participation of USAID personnel and contractors
B) Added financial, technical, and human resources to support the added participation of USAID personnel and contractors.

## Contacts

Justin McFadden            jmcfadden@dec.cdie.org            (703) 351-40(

## Category

PHN

## Links

http://www.dec.org/bar/chemonics.html

## KM Item Type

Technology

*Organization*    *Policy and Program Coordination*

*Inventory ID*        *90*

# RFNET

## Description

RFNET is a listproc email list developed to support the Agency's reengineering and reform efforts in 1996. It was initially approved and funded by the Africa Bureau through AFR/SD, and in 1998 was transferred to PPC, which still manages the list. It has approximately 300 members, including representatives at most field missions. In addition, over 40% of the members are drawn from AID's partners, including contractors and NGOs, as well as other donors.

Given experience with email lists in support of the Africa Bureau's Natural Resource program, it was recommended to the Deputy Assistant Administrator that an informal list be set up to promote informal dialogue. From the beginning the emphasis was on informal dialogue; AFR/SD moderated the site, as well as provided quarterly summaries of dialogue through the services of a consultant.

## Value Proposition

As a member of the Agency Reengineering Team and the Africa Bureau Implementation Team, it became clear to Tony Pryor that there were little informal channels of information between AID/W and the field, and between those involved with defining reforms and those ultimately responsible for implementing them. Many felt that more formal pronouncements and meetings might provide a degree of authority, but it drastically disempowered field staff, and significantly reduced the amount of information and suggestions flowing back to the reform effort.

Pryor was also one of two Agency "Subject Matter Experts" for the Results Framework concept, and as such was exchanging considerable information and best practices with field programs, but needed a better, faster and more informal way to carry out this function.

## Results

RFNET was initially designed to support a dialogue on results frameworks, but this expanded over time to include not only all elements of the reform process embodies in ADE 200-203 but a wide range of management issues affecting AID. Through this email list, significant skills were passed between USAID staff, lessons learned were shared between the field and AID /W, and between AID and its partners. In addition, some of the tension inherent in any reform situation was dissipated.

These benefits would not have been achieved as readily through a more formal system. For a core of subscribers, RFNET helped to create and active and long-lasting community of practice, effectively cutting across divisional and disciplinary lines, and between AID and its partners.

It was also discovered that the true impact of RFNET was hard to gauge; of the 300 members, only 30 or so participated in the dialogue, but the "lurker" impact has been significant. A number of missions passed RFNET around regularly to all staff, and several NEPs have commented on the impact the dialogues had in "demystifying" AID. It was mentioned regularly by participants during the ADS training courses in 2000 and 2001, and clearly had an impact far beyond its subscriber list.

## Issues

The limitations inherent in the use of an email list however affected the ability of RFNET to have lasting impact, since the dialogue was only synthesized in a rudimentary, and labor-intensive way. In addition, the informality of the list created one difficulty, how could the list resolve issues of policy that might arise during RFNET discussions. The move of Pryor to PPC and the team involved with revising the ADS helped, but was not sufficient.

AFR and PPC explored a number of solutions, including the setting up of a web site. (See rfnet.org, which provided a passive venue for archiving important exchanges, but this required the use of a consultant to prepare the syntheses and manually copy/convert the emails onto the website.). Eventually, however, it was decided to move RFNET away from an email list to a more interactive web-based product, leading to the development of WebOPS and then USAIDResults (see other write-up). However, it was found that many subscribers did not want to move to a web site for threaded discussions, so as of this moment RFNET as an email list has not yet been halted.

Key lesson taken from RFNET include the necessity to have a clear manager with time allocated to mange, moderate and summarie the site's contents. This also implies someone that is NOT an IT specialist but rather a subject matter expert.

## Organization   *Policy and Program Coordination*

## Inventory ID      *115*

# RFNET

## Contacts

Mike McGahuey       mmcgahuey@afr-sd.org

David Eckerson       deckerson@usaid.gov

Tony Pryor       tpryor@irgltd.com

## Links

http://www.rfnet.org/

http://www.usaidresults.org/

## Category

Management / Administration

## KM Item Type

Other Knowledge Sharing

*Organization*    *Policy and Program Coordination*

*Inventory ID*     *115*

# USAIDResults

## Description

USAIDResults is a web-based knowledge system that supports the revision of the ADS 200 series.  It as designed in part to take the place of RFNET's email list, but it also provides an ability to have experts groups and other subgroups co-located on the same web site.  It is driven by Lotus Domino, and uses templates developed by the US Army in support of the Joints Chiefs' Knowledge Today knowledge management program.  Pricewaterhouse provides the operational support; all Army templates were provided gratis to PPC.

Site is housed off-site on a server at PWC/IBM offices.

## Value Proposition

In revising the Agency's policies and procedures related to the planning and implementation of program funds (ADS 200 Series) it was clear that an informal chat facility such as RFNET was limited; using RFNET to proclaim formal policy decisions, essentially to be a formal voice of the revision process, would detract from its informality and openness.  Plus the email list did not offer an easy way to archive discussions, to provide security for policy discussions among senior AID staff, and provide approved guidance.

In 1998, an effort was made to identify another approach that would provide such flexibility.  PPC staff visited the US Army and its Knowledge Today system, a Domino-based KM system supporting the Atlantic Command's Strategic Planning team.  It was decided to experiment with such a system, as a vehicle for supporting the Agency ADS revision process.

It provides a space both for informal discussions and for a secure environment for the review, negotiation and final approval of official Agency operations policy.

## Results

Heavily used during ADS revisions; used to flag areas for review and revision.  Best practices are presented on the site. It is still the primary vehicle for Agency staff to request clarification or revisions to Agency policy.

## Issues

While the system works well, there was a perceived high cost of maintenance, and updates to templates were deemed to be prohibitive.  While the USAIDResults site uses a portion of the functionality of the original Army site, it has only a fraction of that site's flexibility.  Still, it meets a clearly defined need, and provides a venue for formulating and vetting revisions and changes to Agency policy, which requires a level of informality, security and authoritativeness not found in a normal email list or e-forum.

## Contacts

David Eckerson          deckerson@usaid.gov

## Category

Management / Administration

## Links

http://www.usaidresults.org

## KM Item Type

Other Knowledge Sharing

*Organization*   *Policy and Program Coordination*

*Inventory ID*      *116*

# Working for a Sustainable World

## Description

A team of three contractors worked with USAID to report on the sustainable development initiatives supported by the U.S. Government, for the World Summit on Sustainable Development in Johannesburg, South Africa, August 2003.

More than 400 sustainable development initiatives managed by 22 U.S. Government agencies are represented in a full report, a summary report, a CD-ROM, a web site and an online searchable database of the more than 400 initiatives. The full report is approximately 75 pages long. The summary report is approximately 20 pages long, and includes a CD-ROM with both reports, introductory remarks by President George W. Bush and Secretary of State Colin Powell, a compendium of survey responses, a link to the web site and online searchable version of the database, and annexes. The web site provides access to the full and summary reports, the introductory remarks, the compendium, the searchable database and the annexes. The web site address is: http://www.dec.org/partners/wssd/.

## Value Proposition

USAID was asked to produce the U.S. Government's report for the World Summit on Sustainable Development. As contractors, we were asked by USAID to perform the research and present the results in hard copy reports and a CD_ROM to be distributed at the Summit, in a searchable database available on the Internet, and to make the reports available on the Internet.

## Results

The summary report and CD-ROM were distributed to delegates, members of the press, and the public at the Summit. The full report was distributed to U.S. delegates and USAID representatives to the Summit. The web site, database and reports continue to be available to the public. These products contribute to a greater understanding of the U.S. Government's initiatives in sustainable development.

## Issues

The hard copy reports are being distributed, as requested. The web site and database are live for use by the public. This was a one-time effort for the World Summit on Sustainable Development. There are no current plans for updates.

## Contacts

Diane Ray                    dray@usaid.gov

## Category

Cross Sectoral

## Links

http://www.dec.org/partners/wssd/

## KM Item Type

Other Knowledge Sharing

*Organization*   *Policy and Program Coordination*

*Inventory ID*      *122*

# Appended Flyers

Welcome to the USAID Knowledge Fair

"PPC Knowledge Portal", Revised CDIE Online

Knowledge Management Portals

Knowledge Management

# *Welcome to the*



USAID Knowledge Fair

## *Thursday, December 5th*

*Open House: 9:00 AM - 1:00 PM*
*Key Note Speaker: 10:00 AM - 11:30 AM*

# USAID Knowledge Fair
# Exhibitor Schedule

| Topic    Exhibit | Time |
|---|---|
| **KM Strategy** | |
| Agency Plans and Strategies | 9:00 - 1:00 |
| | |
| **Communities of Practice** | |
| IT Applications Community | 9:00 - 10:00 |
| Iteam | 9:00 - 10:00 |
| RFNet | 9:00 - 10:00 |
| CO Community | 9:00 - 10:00 |
| EXONet | 10:00 - 11:00 |
| Health Community of Practice | 10:00 - 11:00 |
| CBGP Practitioners Forum | 11:00 - 1:00 |
| LAC / RSD Environment Webpages | 11:00 - 1:00 |
| | |
| **Stories** | |
| LPA Project | 9:00 - 11:00 |
| AFR Experience | 9:00 - 11:00 |
| Success Story Training Database | 11:00 - 1:00 |
| E-letter for Communicators | 11:00 - 1:00 |
| | |
| **Best Practices** | |
| Training Intervention On-line Database | 9:00 - 10:00 |
| Media Materials Clearinghouse | 9:00 - 11:00 |
| Biodiversity Team | 10:00 - 11:00 |
| E&E Environmental Compliance | 11:00 - 12:00 |
| Investor Roadmap | 12:00 - 1:00 |
| On-line Database of HIV/AIDS documents | 11:00 - 1:00 |
| | |
| **Distance Learning** | |
| E-Learning & Blended Learning Initiatives | 9:00 - 11:00 |
| M/HR/LS E-Learning Initiative | 9:00 - 11:00 |
| Information System Security | 11:00 - 1:00 |
| DG University | 11:00 - 1:00 |
| | |
| **Knowledge Services and Tools** | |
| EvalWeb | 9:00 - 10:00 |
| DIS Researchers | 9:00 - 10:00 |
| Child Survival Knowledge Sharing – BASICS | 9:00 - 10:00 |

## About Steve Denning

From 1996 to 2000, Steve was the Chief Knowledge Officer at the World Bank where he spearheaded the organizational knowledge sharing program. He now works with organizations in the U.S., Europe, Asia and Australia on knowledge management and organizational storytelling. Steve also conducts workshops around the world on organizational storytelling.

He is the author of the acclaimed book, *The Springboard: How Storytelling Ignites Action in Knowledge-Era Organizations* (Butterworth Heinemann, 2000) which describes how storytelling can serve as a powerful tool for organizational change and knowledge management. Steve is currently working on a new book about the seven highest value forms of organizational storytelling.

In November 2000, Steve Denning was selected as one of the world's ten most admired Knowledge Leaders (Teleos) along with Jack Welch (GE) and John Chambers (CISCO). Steve was born and educated in Sydney, Australia. He has worked at the World Bank for several decades in various management positions, including Director of the Southern Africa Department from 1990 to 1994 and Director of the Africa Region from 1994 to 1996.

> **Knowledge** - *Information put to productive use by people*
>
> **Knowledge management** - *the systematic approach to help knowledge emerge and flow to the right people at the right time*

Welcome to the Knowledge Fair!  Today, USAID is presenting an open house, and sharing information on more than 100 current development knowledge assets and activities.  Our knowledge management strategies and plans are being presented along with a marketplace of current programs and tools for sharing knowledge. Find out about the Library's latest desktop electronic information resources, Agency-wide communities of practice, stories, distance learning, best practices, and other tools and services for learning, creating, and sharing development knowledge.

The primary purpose of the Fair is to expand Agency staff and partner interest and awareness of more than 100 knowledge assets and activities and to kick-off the agency's Knowledge Management Initiatives for 2003. USAID professionals will have the opportunity to learn new and effective ways of accomplishing their work quickly and efficiently.  As such, the Fair has long-term influences for changing how USAID conducts its development business.

### Knowledge Services and Tools (cont.)

| | |
|---|---|
| E-room | 11:00 - 1:00 |
| WebBoard | 11:00 - 1:00 |
| Documentum | 10:00 - 11:00 |
| Web Conferencing – Pop Fellows Prog | 10:00 - 11:00 |
| GISD | 10:00 - 11:00 |

### Management Tools

| | |
|---|---|
| SEGIR | 9:00 - 11:00 |
| Microenterprise Grants Management | 9:00 - 11:00 |
| Annual Report Application | 11:00 - 1:00 |

### Knowledge Assets

| | |
|---|---|
| Partners for Health Reformplus | 11:00 - 12:00 |
| DOLPHN | 12:00 - 1:00 |
| RH Gateway | 9:00 - 11:00 |
| ESDB | 9:00 - 11:00 |
| PVO Registry | 11:00 - 1:00 |

### Knowledge Portal

| | |
|---|---|
| USAID Community Knowledge Portal | 9:00 - 1:00 |

### PPC Portal

| | |
|---|---|
| Revised CDIE On-line | 9:00 - 1:00 |

### After Action Learning

| | |
|---|---|
| WSSD AAL Database | 9:00 - 10:00 |
| Water Team Activities | 9:00 - 1:00 |
| Coastal Res Mgmnt Lessons Learned | 10:00 - 1:00 |

### KM Inventory

| | |
|---|---|
| KM Inventory Database | 9:00 - 1:00 |

### Registration
9:00 - 1:00

### KM Connections
9:00 - 1:00

### Electronic Information Resources

| | |
|---|---|
| USAID On-line Catalog, Gale, Lexis | 9:00 - 1:00 |
| DEC | 9:00 - 1:00 |

LIBRARY

Electronic Information Services

After Action Learning

Distance Learning

Management Tools

Knowledge Assets

Stories

Communities of Practice

Best Practices

Knowledge Services and Tools

KM Connections

Food

Beverages

PPC Portal

KM Strategy

Portal
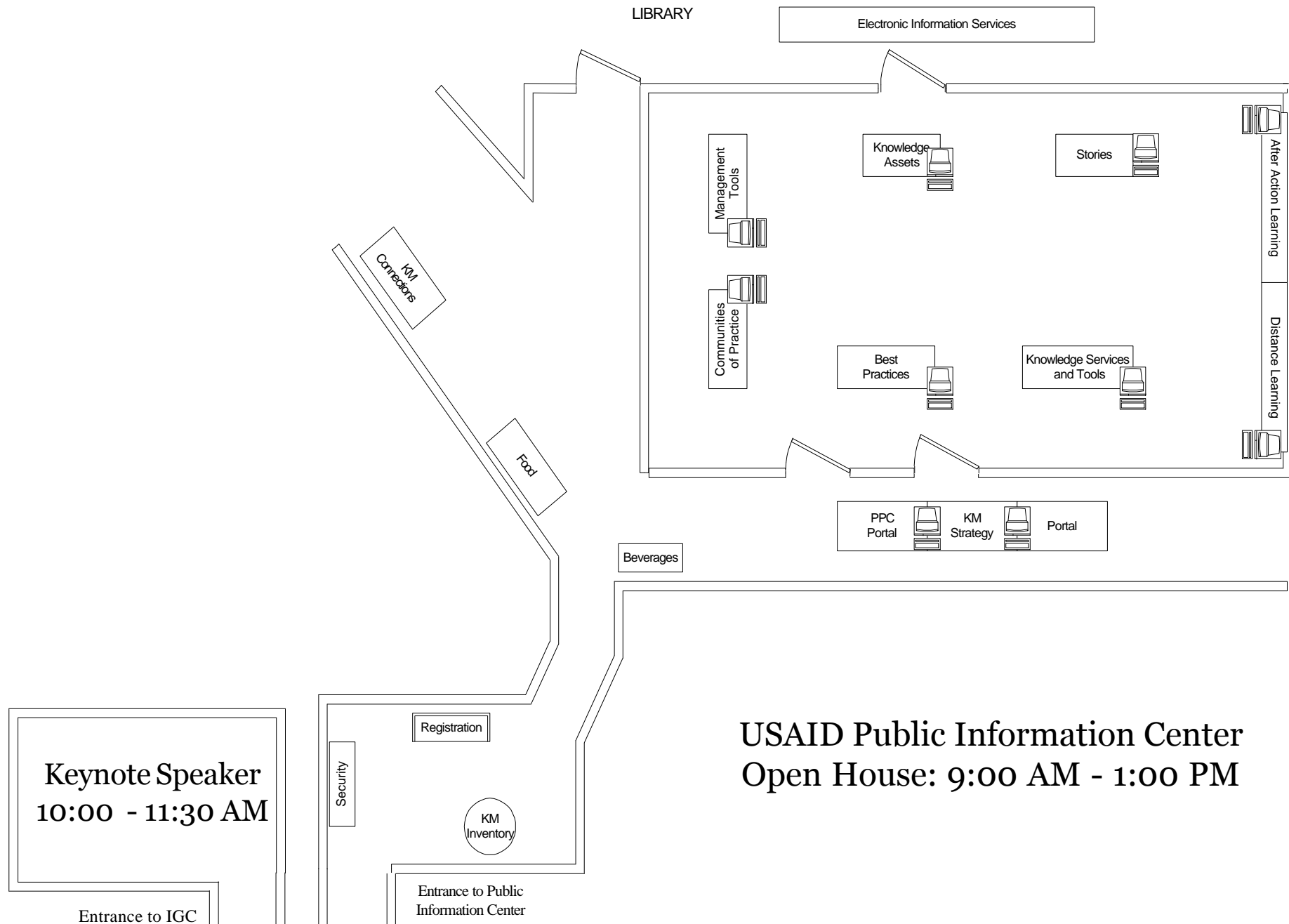
USAID Public Information Center
Open House: 9:00 AM - 1:00 PM

Registration

Keynote Speaker
10:00 - 11:30 AM

Security

KM Inventory

Entrance to IGC

Entrance to Public
Information Center

# WHAT YOU CAN DO RIGHT NOW

Visit the Knowledge Fair site at
**http://www.dec.org/partners/km_fair**
to get started. Learn about PPC's KM plan,
and then log on to CDIE'S development
gallery, an interactive forum for viewing and
commenting on our evolving vision for the
new CDIE Online. In the gallery, you can
sign up to participate in a focus group, and
view and comment on prototype pages.
There will also be a thread on the Knowl-
edge Fair discussion forum about the gallery.

Sign up for a focus group at
**http://www.dec.org/partners/gallery/**

or email CDIE at
**webmaster@dec.cdie.org**

**We can make it work together...**

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**USAID**

**Knowledge Fair**

**"PPC KNOWLEDGE PORTAL"**

**REVISED CDIE ONLINE**

# WE NEED YOU...

TO MAKE ENTERPRISE-WIDE KNOWLEDGE MANAGEMENT A REALITY

**CDIE Online is undergoing a transformation.**

- What if the information resources CDIE maintains were both more accessible and more relevant to your work?
- What if you could directly submit your work to CDIE, and rely on CDIE technology to manage and disseminate it to your audience?
- What if you could leverage CDIE information resources for use on your own office web site?
- What if CDIE Online became a way to connect you to other people in the Agency working on projects similar to yours?

We're working now to make this happen. As part of PPC's strategy for developing an enterprise wide knowledge management web portal, CDIE Online is being redesigned to be easier to use and more relevant to your work.

# GET FOCUSED

Your participation is vital. What concepts are crucial for your work? What features would make CDIE Online genuinely useful? Is there content CDIE has that you'd like to use on your own web site? Beginning in January, CDIE will begin holding a series of focus group sessions to evaluate different approaches to building a knowledge management portal.

Perhaps you've participated in KM focus groups before. Unlike KM strategy sessions, the CDIE Online focus groups will be organized around specific topics and will be engaged in making nuts and bolts decisions about features you want — what will actually appear on the screen. Your participation in this process is crucial to helping us build the features into the new web site that will suit your needs.

Sign up for a focus group at:
**http://www.dec.org/partners/gallery/**

# NEXT STEPS

This internal and external information has enabled the Knowledge Management Working Group to analyze portal packages and determine how they may be implemented in steps.   We hope to see a model working in early 2003.

Stay tuned to the Knowledge Management Working Group's notices and emails for further updates.  If you are interested in learning more or in getting involved, please contact John Simon in PPC at **jsimon@usaid.gov** or 202-712-5820.

**USAID**

**Knowledge Fair**

# KNOWLEDGE MANAGEMENT PORTALS

# WHAT IS A PORTAL?

Have you ever used Amazon.com to buy things from Target, KidsRUs, or LandsEnd? How about My.Yahoo.com to view business updates, news, and sports scores? These two websites are prime examples of portals. A portal is a website that pulls information from separate systems into one central location. This enables the user to go to one website to access information easily instead of visiting scores of individual websites or systems.

# HOW WOULD A PORTAL WORK FOR USAID?

Imagine accessing information that is currently on individual bureau systems or is physically located on a system at a mission all from one website! A portal at USAID would enable you to access, all from one website:

- ✍ Success stories, country and subject fact sheets, photographs, and biographies
- ✍ CDIE's library of resources
- ✍ An expert directory of USAID employees
- ✍ Discussion groups
- ✍ Calendaring options
- ✍ And other links to the vast resources USAID houses

# WHAT HAS USAID DONE TO EXPLORE PORTALS?

USAID conducted a focus group session with 61 USAID employees and distributed a knowledge management survey to learn more about what tools we could implement to make your job easier. The results:

- ✍ 90% of you use the inside.usaid.gov website.
- ✍ 79% would like to search online for country/sector information and reports.
- ✍ Users wanted a platform to share files securely.
- ✍ Users wanted the Agency to focus more on new technology and innovation.
- ✍ Users recommended creating an expert directory to easily contact a person within the Agency with a specific skill set.
    - ? 78% saw individual experts within the Agency as one of the most helpful resource.
- ✍ Users wanted access to the hundreds of databases that currently exist in Washington and overseas.
- ✍ Portals were recommended as a desired tool to better share and access information. Collaboration tools, typically a part of a portal package, were also suggested.

USAID also examined the best practices of private and public organizations who have implemented portals such as the World Bank and DFID.

## WHAT ARE COMMUNITIES OF PRACTICE?

Communities of Practice (CoPs) are a group of people who share a common interest, common practice, and a commitment to share and expand the knowledge base for that practice. Members may be geographically dispersed and represent multiple functions, divisions or companies. The development of CoPs has been shown to be an important first step on the road to knowledge leadership.

## HOW WILL KNOWLEDGE MANAGEMENT EFFECT ME AND WHAT CAN I DO TO GET INVOLVED?

Sharing knowledge can be an exciting and time saving process. Here is what you can do to get involved:

- ✍ Fill out the Knowledge Fair survey to let us know which resources appeal to you. Let us know how you might be interested in getting involved.
- ✍ Be ready to contribute your skills-based information into an expertise directory so that people can easily search for USAID employees in targeted countries or subject areas.
- ✍ Stay tuned to the Agency's Knowledge Management/ Knowledge Sharing Working Group's emails and phone calls asking for information and feedback.
- ✍ Log on to http://www.dec.org/partners/km_fair/

# USAID
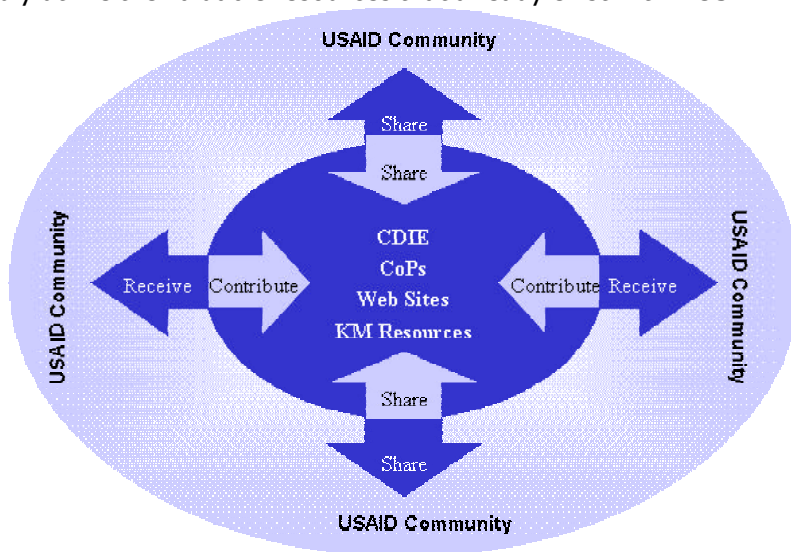# Knowledge Fair

# KNOWLEDGE MANAGEMENT

# WHAT IS KNOWLEDGE MANAGEMENT?

Knowledge Management (KM), simply put, is how we share knowledge. At USAID, we have defined a "one-stop" resource for information, data, resources and experience-based solutions to real world problems. Web-based tools will search relevant databases, help narrow searches to their essential elements, offer pre-packaged knowledge products on important topics (case studies lessons learned, evaluations, etc.), provide a history of other requests for similar information, link to other relevant sites, and connect at an instant to practitioners in the field and potentially others (academics, theoretical experts, external communities of practice).

For example, a health officer seeking to set up an HIV prevention program in a post-conflict situation could identify all USAID personnel who have had similar experiences, download previous workplans, scopes of work, access lessons learned or the most recent country health data from the Demographic Health Survey, and e-mail questions to the most appropriate person including outside contractors or academics – all through one web portal. As the health officer uses these tools, the software would capture the health officer's own work product, making it available for future queries.

A constant cycle of contributing information, storing information, and sharing information occurs within knowledge management. The idea is to truly utilize the valuable resources that already exist within USAID.



# WHAT ARE USAID'S FUTURE PLANS FOR HOW TO INCORPORATE KNOWLEDGE MANAGEMENT WITHIN USAID?

USAID has created a KM working group, led by John Simon, with representatives from all bureaus. This working group meets monthly to determine what USAID's KM strategy should be. How do we do that? We look to other agencies and companies that are already sharing information successfully to learn of their best practices and hopefully skip over the bumps they have encountered.

In the short-term, USAID has plans to continue educating our people on what knowledge management is through events like this knowledge fair. Specifically, between now and mid-July, 2003, we hope to:
- Redesign CDIE online to make it easier to use and more relevent to the agency's work
- Create pilot Communities of Practice
- Create an experts directory
- Create the first iteration of a portal as a tool for Communities of Practice that will link to success stories, the expert directory, and the CDIE repository, store white papers, best practices, and other knowledge, and contain discussion groups for users to network.
- Deploy a success stories database for bureaus to use around the world to post information in a standardized format and search easily.
- Redesign the external website, www.usaid.gov, so that information is cross-linked by country or functional area, making it easier to navigate.

And future plans include:
- Continuous improvement of our overall knowledge management strategy.
- Creation of performance measures and benchmarks for each knowledge management initiative.
- Creation of additional Communities of Practice.
- Creation of incentive systems that reward knowledge sharing.
- Iterative development of the knowledge portal.